**CHELSIYA**

Abu dhabi - UAE

**Visa Status- Husband Visa**

Email – [***chelsiya.382191@2freemail.com***](mailto:chelsiya.382191@2freemail.com)

**CAREER OBJECTIVE**

To work in a competitive and challenging environment, contributing to the best of my abilities towards the growth and development of a progressive company, make optimum utilization of my interpersonal and academic skills to pursue a challenging and rewarding career.

**WORK EXPERIENCE:**

**Customer Service Executive/Office Administrator – Aster dm Health care, Dubai (2016 – 2018)**

**JOB RESPONSIBILITY**

* Coordinating office activities and operations to secure efficiency and compliance to company policies.
* Manage and follow up on customer requests at maximum satisfaction level.
* Respond and resolve promptly to customer inquiries and complaints.
* Perform customer verifications
* Process orders, forms, applications and requests with maximum efficiency.
* Direct requests and unresolved issues to the designated resource
* Manage customers' accounts
* Keep records of customer interactions and transactions
* Record details of inquiries, comments and complaints
* Prepare and distribute customer activity reports
* Maintain customer databases
* Manage administration
* Communicate and coordinate with internal departments
* Follow up on customer interactions
* Provide feedback on the efficiency of the customer service process

**Assistant Branch Manager Assistant Branch Manager - ESAF MICRO FINANCE, CALICUT. (July 2014-Aug 2015)**

**JOB RESPONSIBILITY**

* Enforces dual control procedures at all times.
* Maintaining and track records for the operational excellence and audit purposes.
* Maintains monthly branch efficiency logs for maximizing the financial performance.
* Trained the staff regarding the changes in operational policy and procedures.
* Prepares performance appraisals and disciplinary notices as required to improve staff performance.
* Schedules tellers for adequate coverage at all times.
* Performs pre-audits to ensure ongoing adherence with compliance procedures.
* Maintains and tests alarms and other security devices.
* Keeps educated on all deposit, business and consumer loan products.
* Maintains adequate supplies at the facility.
* Reports facility/building concerns to maintenance.
* Ensures excellent customer service skills are practiced by all the staff members.
* Meets with staff regarding branch security and safety issues.
* Facilitates meetings to disseminate operational information.
* Obtain and evaluate all relevant information to handle product and service inquiries
* Manage administration

**PROJECT EXPERIENCE**

* Completed two months Internship at Big Bazaar Calicut.
* Completed Project on the topic “visual merchandising @ Big Bazaar, Calicut”.
* Project on “problem faced by the employees” @ Rubco Huatwood; Kannur“.

**EDUCATIONAL QUALIFICATION**

* **Master of Business Administration** from MG University (specialized in HR & Marketing)- from **Marian International Institute of Management, kuttikanam(2012-14)**
* **B.Com** from University of Calicut (Bachelor of Commerce – IT)- **Holy cross college, Calicut(2009- 12)**

**COMPUTER SKILLS**

Microsoft word, power point, excel, Tally

**ACADEMICS & ACHIEVEMENTS**

* Member in organization committee of International Resource Symposium for Service management, first ever IRSSM India.
* Vice president in Mercado marketing club.
* Organized two South Indian Management Fests “Caligo” in our college., and taken the initiate to manage the hospitality and accommodation committee

**PERSONAL PROFILE**

* Date of Birth - 27/05/1990
* Gender -Female
* Nationality -Indian
* Current Location -Abu dhabi
* Languages Known -English, Hindi