

**ROSE**

**OBJECTIVE**

Seeking a most challenging position in a progressive organization where I can utilize my abilities, knowledge, skills and experience to the best benefit of the organization and I will find an appropriate platform to make my career in the field of organization.

**PERSONAL INFORMATION**

* Date of Birth : 27th February, 1981
* Nationality : Indian
* Languages : English, Hindi & Malayalam
* Marital Status : Married
* UAE Visa Type : Employment Residence Visa
* E-mail : [rose.383709@2freemail.com](mailto:rose.383709@2freemail.com)

**EDUCATION AND TRAINING**

* **March 2001** - Bachelors of Commerce -St. Anne’s Collage, Bangalore University, India.

**Professional Trainings or Certifications**

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| --- | --- | --- |
| **Training / Certification’s title** | **Start Date** | **End Date** |
| * The SGS Code: Doing Business with Integrity” – E-Learning Programme * Electrical Safety Test * Health and Safety Environment Training * IVP BR Conformity Assessment, Impartiality, ISO 17065:2012, Potential NC preventive action * Corporate sustainability (online) * Code of Integrity – by GIS Manager * PCA Training (online) * ISO/IEC 17025:2005 Awareness Training * ISO/IEC 17065:2012 Awareness Training * ISO 16949 Awareness Training * Electrical Safety Testy * QMS Training | * 23/12/2012 * 17/06/2013 * 10/10/2013 * 09/11/2013 * 07/01/2013 * 12/08/2014 * 21/06/2014 * 07/06/2014 * 20/12/2014 * 11/01/2016 * 06/02/2016 | * 23/12/2012 * 17/06/2013 * 10/10/2013 * 09/11/2013 * 07/01/2013 * 12/08/2014 * 21/06/2014 * 07/06/2014 * 20/12/2014 * 11/01/2016 * 06/02/2016 |

**COMPUTER SKILLS**

Well versed with MS Office Suite (MS Word, MS Excel) and Internet Applications

**CAREER SUMMARY**

* **8** years of experience as **Operations Coordinator cum Customer Service Executive** in a well-known organization across the verticals of Services to operate in a more sustainable manner by improving quality, productivity and verifying compliance and reporting to Senior General Manager, Kenya.
* Currently designated in a world’s leading inspection, verification, testing and Certification Company **SGS** at Jebel Ali, Dubai, UAE.

**work experience**

**SGS Gulf Limited Dubai, UAE - Jan 2012 – Present**

**Operations Coordinator**

Responsible for:

* Planning and execution of complete Certification Processing and insurance management.
* Certificates & registration processed as per Business rules / Contract.
* Handling client certification service as per Dubai certification center requirements.
* Managing major accounts from a service and relationship perspective.
* Ensuring **S**ervice **R**equest Registration and, when applicable, creating hard files with relevant documents.
* Processing inspection requests received and requesting final documents.
* Creating Detailed Service Request, updating data in SGS software accordingly and maintain logbook.
* Monitoring of inspection execution and co-ordination based on Customer’s requirements.
* Monitor and suggest improving process efficiency and ensuring continuous improvement operations.
* Keep updated on Operational procedures and policy matters
* Assist in the maintenance of the Quality Management System.
* Ensure orders are entered and managed using the group sanctioned systems
* Manage all documents and client communication using Group sanctioned tools
* Attends to all other operational concerns regarding Report issuance which needs an extensive product technical background and experienced opinion.
* Monitors status and follows up pending issues and research cases to ensure faster resolution
* Elevate and discuss cases of non-response status or high risk disputes to Supervisor or Management.
* Attend and actively participate in team and company meetings/assemblies
* Interact with other colleagues with similar tasks and skills as his/ hers, in the attainment of the Team objectives
* Perform duties or other responsibilities which may be assigned by the Management which is outside the specified job scope

**HSBC Bank - India - Jan 2006 – March 2011**

**Customer Service – Team Lead**

* Service customer enquiries determine customer needs and provide solutions with regards to their banking requirements.
* Educate customers professionally on product options and technology issues.
* Manage customer and bank privacy, Continual awareness of compliance requirements
* Handle customer billing disputes and resolve it on-time.
* Effectively use a variety of computer programs to access customer details and databases, and research options.
* Continual awareness of compliance requirements
* Building a team that effectively supports client programs, products and services.
* Drive the development of superior customer service and high performance.
* Hiring, training/developing, motivating, coaching, evaluating and retaining qualified staff.
* Maintaining service, talk/wrap time, data, and both client and consumer satisfaction levels
* Identify the root cause of the issues, assess, and resolve issues/problems within Collections and preventive measures implemented to avoid re-occurrences.

**KEY STRENGTHS**

* Hard Working
* Enthusiastic
* Can perform under pressure
* Quick learner

**Other skills**

* Capable of translating Techno-Commercial functional experience for Service initiatives involving inspection, verification documentation and Quality Customer Oriented Services.
* Have a fair perspective on the Business Environment with understanding of inter-relationships between diverse & complex tasks.
* CRM
* Excellent verbal communication
* Leadership skills
* Training & Development
* Excellence in Analysis and Problem Solving
* Sound Judgment and Decision Making Skills
* Strong Influencing Skills / Persuasive Communicator
* Achievement oriented

*References will be provided upon request*