**LAKSHMY**

**Email:** **lakshmy-388901@2freemail.com**

**Current Location: Dubai – UAE**

**Educational Qualification: MBA in Human Resource**

**Key Skills: Client Relationship, Operations, Team Management, Coordination skills.**

**SUMMARY OF CAREER**

* Have **14 years of experience** in operations and client communication
* Ability to manage the crisis communication effectively, analyzing problems and opportunities; liaise with management & clients (Internal and External).
* Competent to create win-win relationships with clients and customers coupled with managing customer operations and ensuring customer satisfaction.
* Professionally committed and responsible with proven ability to handle a wide range of functions using a combination of creative, organizational and presentation skills.
* Strong coordination and liaison skills.

**PROFESSIONAL EXPERIENCE**

 **Oct 2018 - PRESENT**

**Admin Manager**

* Responsible for managing day to day activities which included monitoring Operations and following up with Marketing team , Invoicing, Cash management , Debt control, Payment collection.

**REYMOUNT SECURITIES PVT. LTD, India.**

**Public Relation Manager**

**June 2013 – Nov 2017**

* In charge of checking day to day business activities of all branches with Branch Managers reporting to Manager Operations.
* Coordinate with all branches regarding customer queries and complaints.
* Play an active role in resolving customer complaints and ensure prompt post services like follow-ups, service reminders, and grievances handling thereby ensuring long lasting business relationship

**MAJID AL FUTTAIM CARREFOUR Dubai - UAE** **Mar 2012 - Dec 2012**

**Customer Service**

* Responsible for receiving customer complaints and queries and providing right solutions at right time.

**MAX NEWYORK LIFE INSURANCE CO.LTD, India.** **Feb 2008 - Sep 2011**

**Senior Executive-Operations**

* Successfully managed the complete operations which included checking of proposal forms, providing relevant data to head office, enforcing policies, follow up of renewals.
* Handled insurance agents’ complaints and queries and ensured on-time resolution.

**RELIANCE INFOCOMM, India.** **May 2003 - July 2007**

**Senior Customer Service Executive - Billing & Collection**

* Led and worked with a team of 12 for addressing queries and complaints of various customers and ensured on-time resolution in coordination with the Head Office.
* Maintained regular follow up for collections on a daily basis and submitted reports to the Head Office.
* Effective allocation of work to the subordinates, ensuring timely completion and actively involved in monitoring their performance and recommend improvements in the processes for enhancing operations.

**A.V. THOMAS & CO. LTD, India**

**Business Executive**

**Aug 2000 - Oct 2002**

* In-charge for the complete operations of advertisements, sponsorships & public relations.
* In charge of monitoring a team of 12 Sales Personnel with responsibilities for assessing their performance, preparation of reports, checking their expense claims on a monthly basis.

**EDUCATIONAL QUALIFICATIONS**

* **MBA (SPECIALIZATION IN HUMAN RESOURCE )** - ICFAI University, India
* **POST GRADUATE IN FOREIGN TRADE MANAGEMENT** –Center for Management Studies, India.
* **GRADUATE IN SCIENCE (ZOOLOGY MAIN)** –Mahatma Gandhi University, India
* **COMPUTER MANAGEMENT** –Datapro Information Technology, India
* **IATA-UFTAA STANDARD COURSE-** Conducted by Air-India

**PROFESSIONAL EFFICIENCIES**

* Soft spoken, Debonair and Disciplined
* Pleasing personality
* Punctuality, Sincere and Hard-working
* Good communication

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| **PERSONAL DETAILS** |  |  |
|  Nationality | : | Indian |
|  Gender | : | Female |
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|  Visa Status | : | Employment Visa |
|  Languages Known | : | English, Hindi, Malayalam |