



# PINKEY RAMCHANDANI

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## CAREER OBJECTIVE

To obtain a position with an organization that offers me a consistent positive atmosphere where I can utilize my skills and knowledge, building the success of the company while experiencing advancement opportunities.

## EDUCATION

**Bachelors of Administration**  
Amity University Dubai  
2019

**AISSE (12<sup>th</sup> Grade)**  
The Indian High School, Dubai  
2016

**AISSE (10<sup>th</sup> Grade)**  
The Indian High School, Dubai  
2014

## PERSONAL DETAILS

**Date of Birth**  
14th March 1998

**Nationality**  
Indian

**Visa status**  
Father's Visa

**UAE Driving License**  
Valid till 2024

**Languages Known**  
English (Proficient)  
Hindi (Proficient)  
Arabic (Basic)

## WORK EXPERIENCE

- VFS global- Dubai** *Jan 2020- March 2020*  
**OPERATIONS INTERN/ CUSTOMER SERVICE TRAINEE AT WAFI MALL DUBAI**  
**Responsibilities & Duties**
  - Processing applications, data entry, collection and scrutiny of passport from application center.
  - Scanning/uploading of documents along with tracking and handing over of passports to courier/applicants.
  - Maintain and improve level of customer and country satisfaction by complying with the procedures and rules increase productivity in a VAC (Visa application center).
  - Extraordinary customer service experience by adhering to maintain SAL's (Service agreements levels) and ensure to follow SOP's
  - Effectively communicating for delivering VAS (Value added services) and handling customer/applicant escalations along with 100% customer satisfaction.
  - Tactfully handling confrontational/stressful interactions with public. Undergone high security measures since dealing direct with embassy.
- Mahindra Holidays & Resorts LTD.(MHRL) at Derby group of companies** *October 2019 – December 2019*  
**TELE CALLER/ TELE SALES**
  - Hiking up sales through booking appointments for the sales team.
  - Phone ethics parameters followed for booking appointments.
  - Understanding customer demands and explaining product knowledge accordingly.
- E-cube Training and Consultancy** *November 2018 – May 2019*  
**DIGITAL MARKETING INTERN**  
**Responsibilities & Duties**
  - Establishing a consolidated database with correct with correct details like numbers, email ids and identify with client and prospects.
  - Communicating information related to consolidating the database and working with doubts.
  - Working actively on blogs and social media platforms according to the company's Requirements and handling the marketing approaches on these social media platforms.
  - Regularly updating the main database as well as for Mailchimp for reducing the number of bounce rates and unsubscribes.
- Apparel Group – Charming Charlie Brand** *June 2017 – March 2018*  
**SALES ASSOCIATE FOR THE BRAND CHARMING CHARLIE AT DIERA CITY CENTRE**  
**Responsibilities & Duties**
  - I was responsible to represent the brand by maximizing and contributing to the sales within the store through exceptional customer service and retail experience.
  - Ensure all stock is laid out and displayed in order to attract the customers and also as per standard layout norms.
  - Handle the POS (point of sale)/ billing counter efficiently and handle tally money in the cash till during the beginning/ end of the shifts.
  - Making an appeal to attract new consumers and making them successful leads.
- TNS Global and IDS Market Research company** *March 2016 – September 2016*  
**INTERVIEWER (TELE- INTERVIEWING)**  
**Responsibilities & Duties**
  - Managing survey parameters under FMCG products and Automobiles division.
  - Handling customer request and analyzing customer satisfaction.
  - Successfully completing the surveys and reporting daily completes to the heads.
  - Developing skills like empathy ad phonetics and understanding customer's expectations.