

BIJITHA KV

Rumaila -01|
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PROFESSIONAL SUMMARY

- Have Three years of professional experience in a managing capacity.
- Have worked as Office administrator either to a department, single individual, or multiple individuals in separate departments.
- Advance knowledge in Making reports, to be a trainer, to manage an office & staff, customer support and much more.
- Well organized ,reliable and self motivated
- Strong time management skills and able to meet timely deadlines under pressure
- Have both technical and management skills which will help to meet the goals of the organization.
- Have strong entrepreneurial spirit and value-added vision.

Work History

Uber Office

Operations Executive

August 2018 – December 2018

Having a professional manner with an emphasis on customer service handled Uber partner's queries & providing instant solutions handled Uber driver's strikes managed day to day operations for corporate office.

- Ensured that each guest's experience was positive, memorable and consistent.
- Supported community outreach campaigns by collaborating with local organizations and community groups.
- Tracked trends and suggested enhancements that would both challenge and refine the company's product offerings
- Tracked and analyzed profitability and key metrics of white linen dinner service restaurant to ensure profitability.
- Monitored and evaluated teams, identifying and targeting opportunities for improvement.

AJ & ASSOCIATES

Office Administrator

December 2015 – July 2018

Handling a team, giving instant solution, motivating team daily review, conducting meetings, giving proper training.

- Entered accounts payable, accounts receivable, invoices and expense reimbursements.
- Played a key role in achieving and maintaining top client satisfaction and retention by ensuring accuracy of ads and listings in alignment with specifications.
- Assisted with coordination and hosting of company events.
- Elevated staff performance through training covering department tasks, processes and procedures.

- Built and maintained excellent customer relationships through timely response to enquire and going above and beyond to accommodate unusual requests.
- Managed electronic records database and handled all file requests.
- Provided job candidates by screening, interviewing and testing applicants.
- Verified and created claim Numbers by communicating with various insurance companies.
- Maintained customer confidence and protected operations by keeping information confidential.

Professional Skills

Team work and collaboration
Operation management expert
Time management
Relationship management
Verbal and written communication

Education Qualification

- **Fly wings International**
Diploma in Airport Management & Travel
Graduated June 2015
- **St Thomas College**
Bachelor's Degree COMPUTER SCIENCE
Graduated June 2014
- **Govt. Higher Secondary School**
High School Diploma
Graduated March 2011

VISA Status

- VISA Status - Visiting Visa
- Valid Until - 15th December 2020

Language

- English
- Hindi
- Malayalam

Reference

- ARSHAN AJ
Partner
AJ & ASSOCIATES
(944) 779-8736
- Bejoy Micheal
Trivandrum Head
Uber Office - Trivandrum
(889) 326-4846