



THASNEEM PV

ADMIN & CUSTOMER SERVICE EXECUTIVE

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Nationality: Indian

DOB: 23-08-1990

Marital Status: Married

Visa Status: Visit Visa

Language

 English
 Hindi
 Malayalam

Place of Birth: Al –Ain,Uae

My goal is to obtain a dynamic, challenging opportunity that contributes to the outstanding success of the business via my experience in Information environment with a growing organization and utilize my creativity and innovative thinking for benefit of the organization and myself.

PROFESSIONAL EXPERIENCE

ADMIN & CUSTOMER SERVICE

MATAJAR BY NESTO GROUP- DUBAI, UAE

- Coordinate office activities and operations to secure efficiency and compliance to company policies
- Supervise administrative staff and divide responsibilities to ensure performance
- Manage agendas / travel arrangements/appointments etc. for the upper management
- Manage phone calls and correspondence (e-mail, letters etc.)
- Open and maintain customer accounts by recording account information
- Contribute to team effort by accomplishing related results as needed Manage large amounts of incoming calls
- Follow communication procedures, guidelines, and policies & manages calls and mails
- Check completion and correctness of forms, documents, and bills.
- Identify and resolve problems in collaboration with the management.
- Handle Correspondence and preparation of presentation and various documents.

IT & ADMIN PROFESSIONAL

**REAL INFORMATION TECHNOLOGY
SOFTWARE, AL-AIN, UAE**

- Implementing and training on software related to hospital management system integration approved by Department of Health.
- Onsite trainings for clients on the use and access of the software's as per the policy of DOH (Abu Dhabi).
- Schedules internal & external meetings.
- Monitoring and troubleshooting the bugs and working with concerned team if required to fix
- Attending all clients Issues and finding solutions/fixing the issues and are documented.
- Communicate and collaborate with project managers
- Monitor technical documents review and approval in accordance with agreed schedule.
- Follow company procedures and policies in integration of system with DOH.
- Organizing and servicing meeting & prioritizing workloads.
- Work with senior team members to identify and manage risks.
- Maintain fruitful relationships with clients and address their needs effectively.
- Research and identify new market opportunities.

IT OFFICER and ADMINISTRATIVE OFFICER

WRIMT HEALTH SOLUTION PVT LTD (Cure60), Kerala,

India **July 2017-August 2018**

- Accomplishes information technology staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Maintains organization's effectiveness and efficiency by defining, delivering, researching new innovations and supporting strategic plans for implementing information technologies.
- Preparing Software Requirement Specification for IT team.
- Researching and preparing project report for new project developments.
- Assists in planning and arranging events, including organizing catering, handles expenses and billing cycles & Manages reception area and looks after visitor.

ADMINISTRATIVE EXECUTIVE

KEDS INTERNATIONAL COLLEGE-India, Kerala, India

Oct 2018- June 2019

- Handling correspondence, organizing, and servicing committee and academic board meetings (producing agendas, taking minutes etc)
- Researching and writing reports
- Preparing statistics and handling data, such as attendance figures
- processing invoices and purchasing equipment/other goods
- liaising with potential students, other institutions, government departments and external organizations
- helping with course approval and evaluation activities and formulating and implementing regulations/policies
- Timetabling and planning events & administering and coordinating student recruitment, examinations, and assessment activities

Mathematics Lecturer

SACRED HEART CBSE SCHOOL, Kerala, India

Dec 2017-April 2018

- Instructing students, create lesson plans, assign and correct homework, manage students in the classroom, communicate with parents, and help students prepare for standardized testing.
- Bestowing students with arithmetic and problem-solving skills
- Planning and executing academic and non-academic activities for student skill development and refreshment

Electrical Monitor

CORE LTD LLC- UAE-FUJAIRA BASED COMPANY,

Kerala, India **Feb 2014 – Oct 2014**

- Monitoring Electrical room by detecting faults and correcting
- Preparing documentation for workers regarding correction of connections of electrical room of big towers and companies of UAE in our consignment.
- Analysis of work pending and assigning duration for completion
- Innovating and executing new plans for the work team.
- Planning and discussion for new project implantation.

ACHIEVEMENTS AND MERITS

- Have undergone Industrial training at Trivandrum Domestic Airport in CNS- Air Traffic Control ATC under the Guidance of Airport Authority of India (AAI).
- Have undergone two-month training of PHP and Advanced PHP.
- Undergone training in TELECOM TECHNOLOGY in CALICUT BSNL EXCHANGE and is certified by BSNL-India
- Have done Technical Seminar on Silent Sound Technology at KMCT College of Engineering

ACADEMIC PROJECT

- **MTECH: “The Faces of Engagement: A method to infer Emotions from Facial Action Units”**. We present a robust method to map detected facial Action Units (AUs) to six basic emotions. In our method, a set of chosen AUs are mapped to the six basic emotions using a learned statistical relationship and a suitable matching technique.
<https://www.ijraset.com/files/serve.php?FID=5759>
- **BTECH: E-GLOVES (Electronic Gloves)**: Presentation works are done based on electronic gloves with help of microprocessor and Bluetooth Dongle instead of using mouse.

PUBLISHINGS

- Published the paper Named “The Faces of Engagement: A Method to infer Emotions from Facial Action Units” in International Journal for Research in Applied Science & Engineering Technology (IJRASET)-2016.
<https://www.ijraset.com/files/serve.php?FID=5759>

EDUCATION

- **Master of Technology- Specialization In Applied Electronics and Communication with CGPA of 7.12**
Calicut University- CCET VALANCHERY -India.
- **Bachelor of Technology-Specialization In Electronics & Communication Engineering with CGPA of 7.0**
Calicut University- KMCTCEW CALICUT -India.

CORE STRENGTH

- Strong interpersonal skill, dedicated, innovative & excellent creativity.
- Excellent leadership organizational analytical and Multi-tasking effectively.
- Excellent communication and coordination skills.
- Ability to work confidently easily adoptable to any environments& willing to relocated.
- Punctual, task planning, decision making and distinguished in perfectness of tasks.

IT SKILLS

- Computer Literate with troubleshoot Basic necessities.
- Data entry and management
- MS Office
- Internet & Email Applications.
- Basics of C & Basics of MATLAB.