

PRATHEEKSHA VIJAYAKUMAR

Mobile No: +971 544543674.

Email ID: pratheekshav21@gmail.com

LinkedIn: www.linkedin.com/in/pratheeksha-vijayakumar-b799801a9

Address: Al Qusais, Dubai, UAE

**Career Objectives**

To learn and function effectively in an organization, be able to deliver the best from my knowledge and experience. Seeking a challenging position with a growth-oriented organization, that appreciates hard work and creative skills while providing an opportunity for career growth and future advancement.

Profile Summary

As I'm a Business Management and Taxation student with 5 Years of experience in Sales and Customer service. I can handle multiple tasks being a Coordinator, Admin and being a Junior accountant effectively and efficiently, as a good team player who willing to learn new and more.

Professional Experience**Online Sales Executive**

Azym Technologies LLC, Dubai, UAE.

Dec 2020 – Present

Job roles and responsibilities:

- Generating potential leads over the phone by presenting company's product and services based on the client's requirements.
- Actively seeking out new sales opportunities through cold calling, networking and social media whilst promoting the company's product and services.
- Assisting in the formulation of strategies to build a lasting digital connection with customers.
- Assuring all new leads are documented and entered into the system.
- Ensure that the company's product and services are promoted at all times.
- Asking questions to engage customers and keep the conversation going to generate interest.
- Carefully listening to the customer's needs and advising a suitable package and service.
- Constantly following up with all existing potential leads.
- Handling Client's questions and queries.
- Scheduling a meeting with potential clients to discuss about their requirements by presenting our product in detail, and finalize the deal with the suitable package.
- Schedule meeting to deal with complaints and queries.
- Providing after sales services by Coordinating with designers and customer support team.

Tour Coordinator

Seaman Colombus Tours LLC, Dubai, UAE.

Dec 2017 – May 2020

Job roles and responsibilities:

- Handling inbound and outbound calls, solving customer's queries, introducing the company to customer, enquiring customer's requirements.
- Dealing with E-mail enquiries.
- Converting an enquiry to sale and providing after sale services.
- Handling enquiries regarding UAE Tourist Visas, Global Visas, Air Tickets, Travel Insurance and tour packages.
- Keeping a track of payments and following the pending payments with customers.
- Getting updated about immigration's rules and updating the same to customers.
- Checking and keeping a track of customer's Visa expiry dates and updating the customer about their exit dates to avoid future overstays and fines.

- Responsible to input call and E-mail data into customer database and generate reports by end of the week.
- Co-coordinating with customer and marketing manager for approval to implement the B2C or B2B business contract criteria.

Office Assistant

Adv. Mamatha.P, India.

June 2015 – Oct 2017

Job roles and responsibilities:

- Responsible to follow up and to update all the file status processed with government offices.
- Preparing files with all the relevant documents for further process.
- Visiting government offices as a part of follow up the files.
- Collecting payments from clients.
- Keeping a track of payments receivables and payments made.
- Having a proper knowledge about the documentation required in each applications to be submitted in local authorities.

Educational Qualification

- Bachelor of Business Management (aggregate 75%)– Mangalore University (2015)
Karnataka, India.

Skills and Computer Proficiency

- MS-Office –Word, Excel, Power Point.
- Basic Knowledge of ERP package – TALLY (ERP9).
- Typing with minimum speed.
- Basic knowledge of accounting software – Peachtree.
- C programming.

Abilities

- Excellent written, interpersonal and oral communication skills.
- Ability to perform under pressure and meet given target deadlines.
- Highly motivated self-starter and a resourceful team player.
- Ability to multi task and can work under pressure
- Responsible, Easy and Fast learner.

Personal Information

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|-----------------|--|
| Date of Birth | : 21 st April 1995. |
| Gender | : Female. |
| Marital Status | : Married. |
| Nationality | : Indian. |
| Languages Known | : English, Hindi, Kannada, Malayalam and Tulu. |
| Visa Status | : Employment Visa. |

Declaration

I hereby declare that above mentioned information is correct to the best of my knowledge and I bear the correctness of the above mentioned particulars.

Date: - -2021

Place: Dubai

Yours Faithfully,

PRATHEEKSHA VIJAYAKUMAR