



ANU MOHAN

CUSTOMER SERVICE
EXECUTIVE/ANALYST

PERSONAL PROFILE

Successful experience in retail, customer service and support with recognized strengths in customer service, account maintenance, problem solving and trouble shooting, account management

SKILLS & ABILITIES

- Motivated, well-disciplined individual Finds joy in assisting others
- Knowledgeable in conversational English and Malayalam
- Team player
- handled Microsoft office

CONTACT INFORMATION

Email : anumohanm812@gmail.com

Phone: 0566127255

Address: Flat no.36, Zahrat street,
Muroor, Abudhabi.

PERSONAL DETAILS

Nationality : Indian

Marital Status: Unmarried

Visa status. : Visiting Visa

Passport No : N6393798

Expiry : 13/01/2026

Languages : English, Malayalam
Hindi(basic)

EMPLOYMENT HISTORY

Customer Service Executive/Supervisor

Amplicon Bioresearch lab, India(2019 - 2021)

- Issued instructions and assigned duties to workers.
- Observed and evaluated workers performance.
- Resolved complaints and answered questions of customers regarding services and procedures.
- Trained and managed up to but not limited to 20-20 employees to achieve significant improvements in their productivity.
- Supervised 15 employees, scheduled work hours, resolved conflicts and determined salaries.
- Successfully managed a 15-person team in proper way to safe and bill corporate cable.

Customer Service Executive

Academia Institution, India. (2017 - 2019)

- Handled incoming internal/external mentorship service calls.
- Answered phones to schedule classes for tutors.
- Resolved parent management disputes.
- Communicate with parents to resolve about complaints
- Enter in changes and cancellations of classes for students on-line.
- Performed data entry and emailing.
- Respond back to students and tutors about their scheduled classes.

EDUCATIONAL HISTORY

MG university

Master of Science(MSc) in Analytical Chemistry,
2017, 73%

- Vice chairperson, Student Union
- Member and Volunteer, Student Tutoring Center
- Member, Debate club

Kannur University

Bachelor of Science(BSc) in Chemistry, 2015,
86%

- Member, Student NAAC council
- Member, Nature club
- Member, Debate club
- Member, College Basketball Team

ACHIEVEMENTS AND CERTIFICATION

- Scored 7.0 in IETS exam conducted by IDP in 2021
- Attended 29th Kerala Science Congress conference in 2017
- Vice-Chairperson of St. Berchmans College in the year 2017
- NCC surgent passed with C certificate with A grade
- Participant of Additional Skill Acquisition Program of 2015
- Active member of social service societies from 2012

