



**ARCHANA. P. SURESH**

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#509, Flat No. 1, A4 Khail Gate Community,

Al Quoz 2, Dubai,

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## SUMMARY

Energetic and reliable Office Management skilled at working with a diversify group of people, Strong organization, Communication and relationship skills. Eager to bring strong administrative skill to growing company in need of top level support.

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## HIGHLIGHTS

- Excellent public relation management skill.
- Outstanding communication skill by verbal or writing
- Excellent Knowledge of Document organizing & controlling
- Deep knowledge of all security equipment and awareness
- Excellent knowledge of Ticket and baggage tag printing equipment, scales for weighing passenger baggage and carrier specific reservation and ticketing software.
- Profound ability to provide passenger needs and meet quality standards for services.
- Capable to assist passengers with misplaced baggage and unaccompanied minors (UMs).
- Strong ability to produce all required, work-related documentation and reports.

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## WORK HISTORY

MAY 2019 TO PRESENT

**COMPANY FARADAYS LATHE Workshop at Quoz, Dubai**

Roll and responsibility: - **OFFICE ADMINISTRATOR CUM ACCOUNTANT**

- Handling Procurement, Sales & Accounts
- Tax Assessment & VAT Submission
- Billing, Accounting and Inventory Management using “Odoo”
- Material & Warehouse Management using “Tally”
- Product Marketing Management & Advertisement
- Administration & HR Management
- VPN/Intranet Cash flow managing & monitoring with Employer
- Time Sheet & Staff Payroll system
- Preparing business letters for variance clients & Vendors
- All safety equipment controlling and guidelines

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JANUARY, 2017 – SEPTEMBER, 2018:

**CUSTOMER SERVICE REPRESENTATIVE, KOCHI INTERNATIONAL AIRPORT (COK), KOCHI, INDIA.**

- Field incoming calls, greet customers, answer travel inquiries, tag and handle baggage and collect baggage fees at gate, secure flights, process reservations, and monitored cabin availability.
- Processed tickets, checked baggage and monitored carry-on baggage for size and quantity, collected checked baggage fees at gate, and assigned seats.
- Announced and provided information on arrival and departure times, boarding procedures, gate changes, and carry-on regulations.
- Provides pricing and delivery information, process orders, and prepares cash reports.
- Assist misconnected and rerouted passengers during irregular operations; issue travel and hotel vouchers to displaced passengers on overbooked or canceled flights.
- Resolving customer requests, questions and complaints frequently requiring analysis of situations to determine the best use of resources.
- Writing detailed analysis reports and briefing supervisors of daily station operation.

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**ACHIEVEMENTS:**

- Won “Representative of the month” award thrice in a calendar year (2017).

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**EDUCATION:**

➤ **Bachelor’s in Business Administration**

Specialization: **Airline and Airport Management-** AIMFILL International, Trivandrum, Kerala, India.

➤ **Class XII-** MGM Higher Secondary School, Kerala, India.

**MISCELLANEOUS**

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**ACHIEVEMENTS:**

- I was awarded 6th position by Indian Institute of Technology, Rookie for presenting research paperwork on “Client Relationship Management”.
- I am a certified Fire & Safety expert having a solid knowledge of fire safety codes and regulations.

**SOFTWARE SKILLS:**

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**Savvy with;**

Material & Warehouse Management software	-	Tally
Accounting & Inventory Management software	-	Odoo
Enterprise Resource Planning	-	SAP ERP
Microsoft Office 2013	-	Word, Excel, PP & Outlook
Operating System	-	Up to Windows 10

**PERSONAL DATA:**

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GENDER:	:	Female
DATE OF BIRTH	:	09/04/1995
MARITAL STATUS	:	Single
PASSPORT NO	:	M9586119
NATIONALITY	:	Indian
VALID THROUGH	:	28/05/2015 TO 27/05/2025
LANGUAGES:	:	Bilingual in English, Hindi Malayalam
VISA TYPE	:	UAE EMPLOYMENT VISA