



# INDU LENY

## ACCOUNTS & ADMINISTRATION PROFESSIONAL – Seeking Immediate Assignments

Experienced professional in accounting and finance, customer service, administration & guest support. **Strong team player** with remarkable adaptability skills along with the good communication and presentation skills.

✉ indhuleny1996@gmail.com

📍 Dubai, United Arab Emirates

☎ +971 506705230

### ORGANIZATIONAL EXPERIENCE

#### ADMIN & CUSTOMER SERVICE ASSOCIATE Airport Authority of India – Bengaluru (Above Ground Level Lounge)

**From Sep 2018 till November 2019**

*Key Responsibilities:*

- Answering customer enquiries and passing the information to the appropriate department.
- Giving information and helping to solve customer problems.
- Selling products and taking orders.
- Arranging services for customers, for example, booking hotel rooms or arranging car hire.
- Processing complaints and, if appropriate, issuing refunds. Taking information from customers and entering it on a database.
- Handling billing & payments - by cash, cheque or credit card.
- Making sure that the customer's experience is a positive one. Interact with clients on the phone, internet, and face-to-face in a professional manner
- Meet all customer needs and exceed expectations, upholding our strong reputation
- Continually expand your knowledge of our business in order to accurately answer question and address client concerns
- Log all contacts in our customer database system accurately Maintain accurate and up to date client files
- Generate quotes and timelines for clients as requested Suggest additional products and services of use to clients Investigate and pursue client leads, expanding our client base Conduct basic administrative tasks such and copying and filing
- Generate monthly, quarterly, and annual reports for management
- Excellent computer skills, including Microsoft Office and databases
- Familiarity with office equipment and multi-line phone systems
- Proactively seek solutions to problems, notifying Management when concerns arise

### EDUCATION

- Bachelor of Business Administration - CSJM University (2018)

### KEY EXPERTISE

- MS Office - 2007, 2010
- (Word, Excel, PowerPoint) Tally ERP9
- Basics
- Organizational Skills - Ability to Stay focus and work effectively
- Time Management Skills - Working with the deadlines and prioritize the objectives.

- Telephone Skills, Verbal Communication, Listening, Multitasking, Supply Management
- Ability to present information concisely and effectively both verbally & writing and organizes and prioritizes works.
- Ability to work independently with little supervision and absorb and kind of working noticeably brief period

#### PERSONAL DETAILS

- Date of Birth : 26<sup>th</sup>December 1996
- Sex : Female
- Religion : Hindu
- Nationality : Indian
- Passport No : M 0197585
- Visa : U.A.E- Visit Visa
- Marital status : Single
- Father Name : Leny.M.M
- Language skills : English, Hindi, Malayalam, Tamil& Kannada
- Present Address : Al Nahda, Dubai.
- Contact Number : +97150 670 5230

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

**InduLeny**