

## CUSTOMER SERVICE EXECUTIVE



# SUJA SUJANAN

### GET IN CONTACT

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Place : Al Karama, Dubai, UAE

### PERSONAL PROFILE

Multi-skilled, self-motivated professional with a combination of customer service and office management experience. Ability to manage high call volume switchboards; Cash handling experience; Strong customer service and leadership skills; Knowledge in all facets of Microsoft programs.

### AREAS OF EXPERTISE

- Client Relationship
- Team Management
- Empathy
- Adaptability
- Clear Communication Skills
- Problem- Solving Skills
- Patience & Self Control
- The ability to respond quickly
- Time Management

### OTHER SKILLS

- Microsoft Office Pack: Word, Excel, Access, Outlook, Powerpoint
- Filing and paper Management
- Data Entry
- Programming Languages

### VISA STATUS

Employment Visa  
Notice Period : Immediate Joining

### WORK EXPERIENCE

#### CUSTOMER SERVICE EXECUTIVE

BETTERMIND BUSINESSMEN SERVICES LLC | 2016 – PRESENT

(SUB CONTRACT OF DUBAI HEALTH AUTHORITY-DHA)

- Responsible for delivering best services to Customer.
- Responsible for managing Visa Medical Operation in the center.
- Handling different client with different nationality and different languages.
- Handling different cases related with Visa and Passport issue required for Visa Medical.
- Guide medical fitness clients to the respective department.
- Listen to complaints if any and escalated it to necessary departments without delay.
- Handling large amount of crowd in peak month on the floor to make ease for customer.
- Handling VIP and Fast track Customer with protocol.
- Assisting the manager in planning and executing the events and other activities in the center.
- Type medical fitness documents if needed and ensure that all data is entered correctly.
- Responsible for handling the petty cash and keeping the record of expenses.
- Responsible for checking the cleanliness of office & checking the office's assets are in good condition.

#### ADMINISTRATIVE ASSISTANT

Zybertech Solutions PVT LTD, INDIA | 2015–2016

#### ADMINISTRATIVE ASSISTANT

Siddhartha Central School , INDIA | 2013–2015

### EDUCATION HISTORY

BACHELOR OF TECHNOLOGY (IT)

Bachelor Degree

Mahatma Gandhi university.

### PERSONAL INFORMATION

- Date of Birth : 10/05/1988
- Nationality : Indian
- Passport No : K 5678703
- Languages Known : English Malayalam, Hindi, Tamil ,Arabic(basic)