



Suvin Lal A Y

Customer Service Executive

"To best utilize my skill and knowledge in a good environment to be in touch with latest technologies that offer challenging career and professional growth where I can apply my skills and competence and give maximum effort to achieve Organizational goal."

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📍 Dubai International City, UAE

WORK EXPERIENCE

Customer Service Executive Esaf Small Finance Bank

03/2020 - 01/2022,
Vizhinjam Thiruvananthapuram

Achievements/Tasks

- Coordinate efforts to collect debts with sales, accounting, and legal departments.
- Create plans and strategies for Loan repayment
- Adhering to financial laws on the regulation of repayments
- Contact and communicate effectively with debtors by phone to negotiate and implement installment recovery plans.
- Disburse loan to eligible customers
- Report the death case with documents to the insurance department
- Introduce bank products to the customers EKYC updating
- New account formation

Office Assistant Bible Faith Mission India

09/2016 - 01/2019,
Parasuvakkal Thiruvananthapuram

Achievements/Tasks

- Greet visitors in a professional manner
- Provide visitors with information and direct them accordingly
- Answer phone calls and direct callers to the appropriate party
- Process, sort, and route incoming and outgoing mail
- Monitor and manage inventory of office supplies; order and distribute office supplies as necessary
- Coordinate and schedule appointments and meetings
- Perform other administrative support tasks
- Updating and sorting files, drafting and proofreading correspondence, and conducting research
- Monitoring computer systems for malfunctions and errors. Installing new hardware such as computers, printers, and other peripherals. Installing and updating software such as MS Office, antivirus, and operating systems.
- Performing maintenance and updates on hardware and software systems as needed. Troubleshooting and diagnosing technical issues. Implementing repairs and updates based on diagnostic assessments.

SKILLS

Problem solving

High energy attitude

Technologies Integration

Adaptive team player

Reliable and trustworthy

Microsoft office expertise

Data evaluation

Reporting and documentation

Project management

Attention to Detail

Communication & Active Listening

Self-Control

Emotional Intelligence

Understand technology

Empathy

Adaptability

Time Management

Ability to Use Positive Language

Taking Responsibility

Patience

Effective Listening

Attentiveness

PROJECTS

Agriculture productivity in India since the green revolution

Presented to the University of Kerala for graduation purpose

Agriculture productive study on budget planning of families in Kattakada grama panchayat

Presented to the University of Kerala for the graduation purpose

Environmental education, attitude and participation of high school students

Presented to university of Kerala B.Ed. graduation purpose

INTERESTS

Active listening

Adaptability

Attentiveness

Creativity

Decision-making

Dependability

Effective communication

Patience

Empathy

Friendliness

Quick thinking

Responsiveness

Reading physical and emotional cues

Timeliness

Office Assistant Power Fitness and Spa

05/2011 - 05/2014,
Vellayambalam, Thiruvananthapuram

Achievements/Tasks

- Enrolling new members and assisting current members with their queries
- Checking in members and verifying memberships
- Registering prospective members and guiding them to the correct person
- Providing information on classes and availability
- Handling questions about cancellation of membership
- Ensuring that adequate stocks of information, packs and leaflets are available at reception for interested parties
- Ensuring the safety and security of visitors, members and staff at all times and taking a responsible attitude towards maintaining the premises and facilities of the Fitness Centre
- Telephone enquiries, recording messages from incoming calls and transferring calls
- Maintaining a clean and tidy environment, both behind and in front of the counter
- Recording and keeping clear and accurate records of all queries, complaints, lost property and repairs and ensuring the information is delegated to, and resolved by, the relevant department
- Cashing up and banking at the end of each shift and ensuring that shifts are balanced accurately completing relevant documentation

EDUCATION

- **B.Ed. Social science**
Victory College of Teacher Education
Kerala University
2019
- **B.A. Economics**
University Collage Thiruvananthapuram
Kerala University
2014
- **Higher Secondary- Commerce**
Higher secondary Education
Kerala
2011
- **Diploma in Graphics & Information Technology**
G-TEC Computer Education
Kattakada, Thiruvananthapuram
2017

LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Tamil

Full Professional Proficiency

Hindi

Professional Working Proficiency

PERSONAL DETAILS

- Father's name : Appukuttan A
- Mother's name : Yesoda B
- Nationality : Indian
- Gender : Male
- Date of birth : 22nd November 1993
- Marital status : Single

PASSPORT DETAILS

- Name: SUVIN LAL APPUKUTTAN YESODA
- Passport no: V3067344
- Date of Expiry: 11/11/2031
- Visa status: Visiting Visa