



## SREEVALLY YAAMINI B

HR Generalist, Customer Service Representative, Administrative Officer

**Phone:** (971) 52-1266105

**Email:** yaamini08@gmail.com

**Location:** Dubai, UAE

Hardworking and Passionate HR Generalist with strong knowledge of common human resource operations and office administrative processes. Ambitious HR Assistant with experience in diverse technical, clerical, and administrative office duties. Admin Assistant focused on driving productivity by leveraging strong front office management skills. Dedicated customer service representative motivated to improve service satisfaction and contribute to overall company success. Demonstrated ability to build professional relationships with clients to achieve creative visions and drive organizational goals. Strong computer literacy with a proven track record of mastering major computer applications and juggling multiple complex work assignments to meet the demands of each day.

### RELEVANT SKILLS

Executive Office Management

Administrative Support

Training and Development

Microsoft Office

Appointment Scheduling

Record Management and Book Keeping

Data Entry and Data Organization

Customer Loyalty Building

Excellent Telephone email etiquette's

Talent Acquisition

### STANREC PRIVATE, LTD. COCHIN-KERALA

HR and Administrative Officer

August 2020–October 2021

- Kept abreast of latest hiring trends and recommended enhancements that would challenge and refine recruitment and sourcing processes.
- Monitored and evaluated personnel performance to complete annual reviews, recommend advancement or address productivity concerns.
- Delivered top-notch administrative support to office staff, prompting excellence in office operations.
- Answering calls, and scheduling meetings & appointments.
- Provide interested parties with general information. Sorted incoming and outgoing mails.
- Generate and update complete and accurate employee files.
- Preparing and amending of necessary HR documents, i.e., Employee contracts, Recruitment Guides, etc.
- Maintain a CRM database with customer updates and report generation.
- Scheduling meeting appointments for clients, supervisors and/or employees.

EXCELLENCE DRIVING CENTRE, DUBAI-UAE

Customer Service Representative

February 2020–June 2020

- Participated in regular training to maintain up-to-date knowledge on company services and policies.
- Facilitated customer follow-up, maintaining clear, accurate records of customers.
- Expertly handled phone, email and social media enquiries, providing consistent customer service across multiple channels.
- Maintained up-to-date knowledge of service payment, return and exchange policies, providing expert customer guidance.
- Successfully managed 50+ daily calls, delivering accurate, efficient customer service.
- Recognized for the ability to communicate with diverse customers providing exceptional service that ensures customer retention and positive feedback.
- Responsible for building and maintaining effective relationships with internal and external customers/co-workers to attract and retain profitable business.

FUTUREHOOK TECHNOLOGIES PVT, LTD. COCHIN-KERALA

May 2019 –January 2020

HR Generalist

- Conducting recruitment drives for different key positions and sourcing of the right candidates using LinkedIn, Indeed, Naukri etc.
- Handled recruitment process from induction to the exit interviews.
- Generates and updates complete and accurate employee files.
- Maximized team knowledge and productivity by training, monitoring and directing employees in application of the best practices and regulatory protocols.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring process and talent management.

EDUCATION

SCHOOL OF MANAGEMENT STUDIES, CUSAT

June 2017 – April 2019

Master of Business Administration in Finance and Human Recourse (CGPA: 8.2/10)

ST. MARYS COLLEGE, THRISSUR – KERALA

June 2014 – March 2017

Bachelor of Commerce in Computer Application (CGPA: 8.5/10)

LANGUAGE

Malayalam	●	●	●	●	●
English	●	●	●	●	●
Hindi	●	●	●	○	○
Tamil	●	●	●	○	○

REFERENCE

Available upon Request