



# Komal Paryani

Confident, Proactive, motivated to work effectively in a challenging work environment in which utilize my steep knowledge of office operations in order to engender smooth operations using, also with my effective written and oral communications skills accomplish the organization's goals and values.



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## SKILLS

Good Communicator

Customer Service

Admin

Team Player

Tele Sales

Computer Skills

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Gujrati

Native or Bilingual Proficiency

## INTERESTS

Arts

Travelling

Cooking

Music

## WORK EXPERIENCE

### Global Millennial Capital (Dubai-U.A.E)

Customer Care cum Admin Assistant

May'2020 till October'2020

- Manage large amounts of incoming/ outgoing calls
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Collaborating with the sales team to manage customer contact.
- Preparing and sorting documents for data entry and entering data into database.
- Acknowledging and resolving customer complaints.
- Handling and coordinating multiple calendars for scheduling meetings with clients/ customers.
- Keeping records of customer interactions, transactions, comments and complaints.
- Providing feedback on the efficiency of the customer service process.

### Knowledge Planet (Dubai-U.A.E)

Customer Care Executive

Dec'2018- April-2020

- Student Training, Counseling, and Mentorship.
- Ability to train students on basic employability skills and guide them towards their career goals.
- Handling Parents and student inquiries and assisting them in any issues, and ensure that the responsible personnel is informed.
- Dealing with complaints, enquiries of students and parents, via telephone, emails or face to face.
- Speaking to top students of different schools and fixing appointments

### Innovins Technologies Pvt. Ltd. (Mumbai- India)

Customer Service cum Admin Assistant

June'2017 – Sept'2018

- Providing clerical and administrative support to staff ensuring proper coordination among the organization and various other agencies involved in process through regular follow ups on phone and mails.
- Arranging of important documents, such as Process Paperwork, Employees or customers files and payments details.
- Coordinate and schedule appointments and meetings.
- Used to barge calls, give regular feedback to agents, re-conciliation for rejected leads, E-Mail communication with clients for daily lead production reports, maintaining Income report.
- To handle specific customers and converting them into prospective clients.
- Communicate all problems and concerns to the staff to keep them fully apprised.

### Technomine (Ahmedabad- India)

Customer Care Executive

Feb'2015 – Feb'2016

- Responsible for recruiting doctors across the UK through direct phone sourcing, networking referrals, database
- Responsible for resume mining (candidate sourcing/candidate search) using various methods on the net to find appropriate resumes and leads
- Emails screen (mass mailing) – send E-mail to prospective candidate for their availability locums
- Create and maintain bank and workable doctors keeping touch with them and maintain the compliance
- Look after the administrative side as going through every doctor's file, all documents are in data and properly updated
- Chasing doctors and hospital for references, required documents, confirmation of the shifts and timesheets
- Helping doctors with locations, surroundings of the area where he/she is going to work, what systems and framework particular hospital is operating.

**CCM Debt Solve Pvt. Ltd (UK Process) (Ahmedabad- India)**

**Call Centre Executive**

**Sept'2011 - Oct '2013**

- Ensuring proper coordination among the organization and various other agencies involved in process through regular follow ups on phone, mails and Skype.
- Arranging of important documents, such as Process Paperwork, Employees or customers files and payments details.
- Coordinate and schedule appointments and meetings.
- Assisting, Arrange and update HR reports & maintain leave records for all departments.
- Provide personal and professional support to directors.
- Used to barge calls, give regular feedback to agents, re-conciliation for rejected leads, E-Mail communication with clients for daily lead production reports, maintaining Income report.
- Started working as an HR Executive- was looking into Interviewing people, training for the product (IVA/DMP) recruiting agents, maintaining attendance and salary records.
- Got promoted as Sr. HR Executive in April 2012.
- Got promoted as a BDE (Business Development Executive) in April 2013, Apart from the above mentioned task also started looking into Quality Department.

**Liontel Info Solutions Pvt Ltd (Ahmedabad- India)**

**Customer Care Representative**

**Nov'2006 till April'2011**

- Doing sales promotion to clients based in UK and generates positive leads for further processing.
- Proper verification of the information provided by prospective customers and ensuring that the product is pitched as per required standards required.
- To handle specific customers and converting them into prospective clients.
- Independently responsible for team target as well as for personal targets.

**Education:**

- **Diploma in Computer Application (DCA)**  
Govt. Recognized Institute  
2003, India
- **Higher Secondary Education(HSC)**  
IGNOU  
2006, India
- **Secondary Education (SSC)**  
GSEB Board  
2000, India