



# 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.”

✉ suvinlal.ay@gmail.com

☎ +971 56 904 2593

📍 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