



## MEENU S L

**CUSTOMER SERVICE  
& OPERATIONS,  
DATA ANALYST,  
TELE MARKETING,  
SALES SPECIALIST**



Al Barsha



+971547005632



[slmeenu44@gmail.com](mailto:slmeenu44@gmail.com)



19<sup>th</sup> April 1992

Nationality : Indian

Marital Status: Single

Passport No: S5157176



### Referral

Priyanka

Email Team Head

Tncl IT Solutions

Phone- +971525537542



## Career Objective and synopsis

Marketing, Customer service, Data analyst and Sales Specialist, extremely performance-driven with more than 5 years of radical experience in achieving ambitious volumes of sales and objectives for market development in the sales and customer support sector across UAE and India.

A multilingual (English & Hindi/Malayalam/Tamil) communicator of negotiation and the abilities of individuals combined with strong business-related expertise to create good customer relationships across various organizational levels while retaining high expectations for ethics and consistency.

Searching for a challenging position in marketing and sales, distribution and business growth that will use acquired experience, information & useful skills to optimize revenue, efficiency and ensure strong future growth.



## Employment History

- **TNC IT SOLUTIONS**, 30th floor, Regal tower building, Business Bay Dubai

**Customer support representative**  
(July 15' 2018 -October7' 2019)

### ▪ Responsibilities Undertaken:

- ✓ Answering user's different enquiries regarding the payment services the company provides.
- ✓ Resolving the issues, the users face with the company's wallet.
- ✓ Inform customer of deal and promotions.
- ✓ Sales and promotion
- ✓ Sales and business development functions, including new product rollouts, customer relationship development.
- ✓ Achieving sales target by implementing effective strategy and implementing business plan that covers sales, revenue, and expense controls.
- ✓ Establishing and maintaining long-term relationships with customers while increasing and enhancing sales and marketing efforts to grow all the assigned product lines.
- ✓ Identifying growth opportunities through new and existing markets; conducting market research and complex analysis to drive business growth.
- ✓ Providing support, information and guidance to maintain relationships with clients; recommending service improvements; conducting research for new opportunities
- ✓ Creating templates required for different inquiries as per team head.

- ✓ Work with customer service manager to ensure proper customer service is being delivered.
- ✓ Create documents required for some suspicious case of issues to submit to the technical team.
- ✓ Resolve customer complaints via phone, email, mail or social media.
- ✓ Suggest solutions when a product malfunction.
- ✓ Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.

➤ **Binary Fountain solutions PVT LTD**, Techno Park, Trivandrum, Branches –Cochin, Bangalore & USA

**Tagging Analyst,**

(15 JAN 2016 - 30 JUN 2018)

▪ **Responsibilities Undertaken:**

- ✓ Leverage Patient Feedback to Impact Revenue & Operations
- ✓ Deep Patient Analysis
- ✓ Uncover actionable insights from patient feedback to drive operational Improvements & Engage patients.
- ✓ Reputation Management of physicians all over the world by providing them high rating accessing patients' reviews.
- ✓ Improve Patient Loyalty. Engage patients online by quickly responding to Feedback, improving service recovery & brand perception
- ✓ Influence consumers seeking a provider by publishing trusted rating & reviews from patient Surveys to physician profile web pages.

➤ **Alif Group (Builders & Developers)**, Trivandrum, Branches – KODAIKANAL, TAMILNADU.

**Office Administrator & Marketing Executive,**

(2014– 2016)

▪ **Responsibilities Undertaken:**

- ✓ Updating Expense Sheet.
- ✓ Client Handling.
- ✓ Property Analysis.
- ✓ Site Visits.
- ✓ Arrange Client Meetings.
- ✓ Sales Coordination.
- ✓ Assisting project control staff as required and records management positions.
- ✓ Logging documents in to data base.
- ✓ Printing and photocopying as required.

- ✓ Maintaining and filing Documents in accordance with established systems.
- ✓ Assisting project document control staff as required.
- ✓ Disseminating/distribution of documents.
- ✓ Checking the quality of minutes, monthly reports etc.
- ✓ Monitoring all drawings and documentation requirements as outlined by pre-set schedules to ensure deadlines are met.
- ✓ Forwarding material to clients along with official transmittal document.
- ✓ Attended campaigns, events and product launches to achieve maximum market share and penetrate new markets.



## **Education**

### **BA**

- **2014 – University of College, Trivandrum, Kerala University.**

### **HSE**

- **2010 – Nirmala Bhavan School, Trivandrum, Kerala, Board of Kerala.**

### **SSLC of Kerala**

- **2008-Nirmala Bhavan School, Trivandrum, Kerala, Board of Kerala.**

### **Pursuing Post Graduation in English Language and Literature**



## **Technical Skills**

- ✓ Proficiency with Microsoft Word, Excel, PowerPoint
- ✓ Good Typing speed with accuracy
- ✓ Online Marketing
- ✓ Public Speaking on Social Networks
- ✓ Social media management
- ✓ Data Analysis
- ✓ Blogging
- ✓ Both technical and non-technical Problem Solving
- ✓ Technical English and Documentation
- ✓ Quick Learner
- ✓ Attention to detail and Analytical Approach
- ✓ Quality-driven
- ✓ B2B & B2C Sales



## **Personal Skills**

- ✓ Professionalism – Organized, dedicated professional
- ✓ Honesty and Integrity – Seasoned professional with solid work ethic
- ✓ Adaptability – resilient, patient and highly adaptable, open to new ideas
- ✓ Dependable and responsible contributor committed to excellence

- ✓ Team player and facilitator
- ✓ Multicultural sensitive – able to build rapport with a diverse workforce
- ✓ Willingness to learn – enthusiastic, knowledge-hungry learner, quickly assimilate  
new concepts

### **Other Interests**

- Music and Dance
- Cookery – Kerala cuisine
- Arts & Crafts – Fabric painting and stitching
- Literature – Keen reader of English and Malayalam stories

### **Declaration**

I hereby declare that all the above furnished details are true to the best of my knowledge.

**MEENU S L**