



Amrutha Prasannan

OFFICE
ADMINISTRATOR

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Profile

An accomplished Team leader with 2 years of experience in designing and managing customer service strategies & ensuring timely resolution of queries. Awarded in retaining the existing customers & increasing revenues with a remarkable FCR (First Call Resolution) ratio.

Worked as Office Administrator with a well-versed experience is looking for a suitable position in UAE.

Job Target

To work as a OFFICE ADMINISTRATOR with a reputed organization in the UAE.

Achievements

- Compliance Certificate - Best performer & recognition as compliance champion for 4 times which select the best performers out of 10+ branches of Charter Mercantile Agency, India.
- In each month, done more than the target, and awarded the best executive for 4 times in a year, Charter Mercantile Agency, India.

Work experience

OFFICE ADMINISTRATOR

March 2019 - February 2021

Charter Mercantile Agency

Australian BPO dealing Debt collection Agency of many leading banks, telecommunications & several other clients in Australia.

- Collection on charged-off credit and debit card of AMEX
- Keep track of assigned accounts to identify outstanding debts
- plan the course of action to recover the outstanding payments.
- Negotiate payoff deadlines or payment plans.
- Create a trust relationship with debtors when possible to avoid future issues.
- knowledge of billing procedures and collection techniques.
- Handled anywhere between 150-200 calls daily.

OFFICE ADMINISTRATOR

JANUARY 2018 - February 2019

Leedz Academy

- Collect payments on past due bills.
- Organize list according to the severity of the delinquency.
- Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
- Coordinating office activities and operations to secure efficiency and compliance with company policies.
- Supervising administrative staff and dividing responsibilities to ensure performance.
- Keep stock of office supplies and place orders when necessary.
- Submit reports and prepare proposals and presentations as needed
- Assist colleagues whenever there is an opportunity to do so.
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Education

M.Sc in Electronics and communications

August 2017 - March 2019

Bharathiar University

B.Sc physics

March 2014 - June 2017

Calicut University

Skills

**Well developed in
organizational and
leadership skills**



Negotiate power



Customer service



**Email applications & internet
research**



MS OFFICE



Excel, Outlook, Power Point, Word and Office tools

Languages Known

- English
- Hindi
- Malayalam
- Tamil

Personal Details

- Date of Birth: 26th September 1995
- Nationality: Indian
- Marital Status: Married
- Visa Status: Visit Visa (Valid until 24th September 2021).
- Reference: Provided upon request.

Declaration:

Here by I submit that all the details above mentioned are true and correct in my knowledge and brief.