



SRUTHY SUNILKUMAR

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Muhaisnah 4 , Dubai

Committed individual adept in efficiently utilizing available resources in completing assigned tasks. Seeking an entry-level position as a fresh graduate, providing a high end administrative duty and a challenging position in company with opportunity for advancement

WORK EXPERIENCE

AI SHAMS DIESEL & MECHANICAL PUMP REPAIRS • ADMIN OFFICER

2018 - 2019

Overseeing general office operation.

Greeting visitors, answering a high-volume of incoming phone calls and delivering world-class service to our customers.

Supervising, our office staff and delegating assignments to ensure maximum productivity. Purchasing office supplies and equipment and maintaining proper stock levels.

Producing reports, composing correspondence, and drafting new contracts

AI SHAMS DIESEL & MECHANICAL PUMP REPAIRS • SALES

COORDINATOR

2019 - 2020

Assigning territories and quotas to company sales staff.

Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.

Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.

Developing and maintaining filing systems to maintain sales records, prepare reports, and provide financial information to the finance department.

DUBAI ASSET MANAGEMENT

2020-PRESENT

SENIOR CUSTOMER SERVICE REPRESENTATIVE

Serves customers by providing product and service information and resolving product and service problems.

Attracts potential customers by answering product and service questions and suggesting information about other products and services.

Opens customer accounts by recording account information. Maintains customer records by updating account information.

Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.

Contributes to team effort by accomplishing related results as needed.

SPECIAL SKILLS

- Inter-personal Skills
- Flexible problem-solver, highly organized
- Teamwork• Client Management

EDUCATION

PWC ACADEMY, DUBAI

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Currently pursuing CIPD Level - 3

INDIRA GANDHI OPEN UNIVERSITY

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Bachelor Of Arts

Bachelors in Literature

Sree Sankaracharya University Of Sanskrit.

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Bachelor of Arts

Bachelors in Fine Arts

Gulf Indian High School, Dubai

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Higher Secondary

All India Secondary School Examination

All India Senior School Certificate Examination

HOBBIES

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Literature

Reading

Sports

Travelling