

NIMI BABU.K

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📍 Dubai, United Arab Emirates



Experience

ANC Holdings, UAE

Executive Assistant (Jan 2019 – Oct 2019)

- ❖ Schedule Management, setting up travel, meetings, speaking engagements and other appointments for the executives.
- ❖ Office Management, overseeing the work of clerical and other administrative employees, as well as making sure that everything is in place for the office to function smoothly.
- ❖ Records Management, electronic and paper filing systems, as well as taking steps to maintain that the company is following all applicable record-keeping requirements.

ZapTech Pvt Ltd, India

Front Office Executive (Feb 2018 – Oct 2018)

- ❖ Greeting people entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- ❖ Scheduling appointments and maintaining and the update appointment calendar.
- ❖ Analyzing data to determine answers to questions from customers or members of the public.
- ❖ Supervising the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures,
- ❖ Multitasking including attending call, typing, copier, fax, filing, scheduling; full experience in Windows/ experience, Office/Outlook, MS word and MS excel.
- ❖ Assisting in the training of new employees, interpreting and communicating work procedures and company policies.

Rivoli Group Luxury Lifestyle, UAE

Store In charge (Sep 2010 – April 2007)

- ❖ Understanding and aiding in satisfying customer needs & queries about products, prices and services.
- ❖ Focusing on Up selling/ Cross selling, Achieving the sales target and focus on increasing sales by using advanced sales techniques
- ❖ Handling new launches, promotion of products and visual merchandising.
- ❖ Ensuring stock replenishment always and generating Daily Sales Report.
- ❖ Maintaining general cleanliness, hygiene standards and visual displays.
- ❖ Coordinating with Customer Care Centre for after sales service.

Air India SATS, India

Ground Staff (Feb 2010 – Jul 2010)

- ❖ Responsible for delivering high levels of customer service to passengers and those travelling through the airport.
- ❖ Performing tasks such as check-in, boarding, arrivals, immigration, customs, etc.

Objective

An Individual with more than 8 years of experience in retail field with luxury/prestige brands and customer service. Dedicated and motivated professional with a proven record of creating best customer rapport for the betterment and recognition of the company. Dependable and organized team player with the ability to communicate effectively and efficiently. 'Can do' attitude with emphasis on customer satisfaction.

Skills

- ❖ Thorough knowledge and hands-on experience of dealing with customers
- ❖ Fast learner to new technology and can quickly adapt to new environment
- ❖ Proven motivation and team management skills
- ❖ Ability to work under pressure and meet the deadlines
- ❖ Excellent communication and interpersonal skills.
- ❖ Expert in Microsoft Office applications and Galelio GDS system

Education

- ❖ Diploma in Aviation, Hospitality, Air Travel Management (2008 - 2009)
- ❖ Higher Secondary Education (2006 - 2008)