

# HIMA POULOSE



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**Email:**  
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**Gender:** Female  
**Status:** Married  
**Date of Birth:** 29-Nov-91  
**Nationality:** Indian  
**Religion:** Christian, RC

**Languages Known:**  
English, Hindi, Malayalam.

**Permeant Address:**  
Paracka House,  
Kallupalam Road, KN 149  
Angamaly  
Kerala, India.  
PIN-683 572

**Present Address:**  
ST Residence  
Al Nahda 2  
Dubai, UAE

**Passport No:**  
**Visa Status:** Residence Visa  
**Visa Expiry:** 28/03/2023

## Professional Objective

Seeking a challenging opportunity where I will be able to utilize my strong academic & organizational skills and work with well efficient team in order to grow personally and professionally.

## Profile Summary

A highly focused and knowledgeable professional experience of providing high quality standard of customer care both in airport and retail pharmacy. Having a positive attitude in working with a team. Efficient to handle and deal with all type of customers with relevant answer to their questions. Actively participate in activities of the company.

## Educational Qualification

Course	University	Institution	Year of Passing
B.COM	Mahatma Gandhi University	DePaul College, Angamaly	2013
PLUS TWO	Board of Higher Secondary Education, Kerala	DePaul College, Angamaly	2009
SSLC	Board of Public Exam, Kerala	Holy Family GHS, Angamaly	2007

## Licenses/ Certificate

- Certified in Tally
- Certified in Web designing
- Certified in PGDCA
- Medical Coding (Course in progress )

## Computer skills

- O/S: Windows 10/8
- Microsoft office tools
- Tally , Web Designing , PGDCA

## Professional Experience

- **Working as an Insurance Consultant at Alliance Insurance, Dubai from 23/11/2020 till date**

### Responsibilities

- Memorizing current insurance packages.
- Reviewing clients' needs to identify suitable insurance packages.
- Issuing non-binding insurance quotations.
- Evaluating noticeable risks to determine appropriate payment amounts.
- Processing clients' valid insurance claims.
- Fielding our clients' queries and recommendations.
- Supporting newly appointed Insurance Consultants by issuing sound advice.
- Participating in scheduled and unplanned company events.

- **Worked as an Internal auditor & Expiry inventory controller in Al Gharafa pharmacy, Sharjah & Ajman from 15/08/2020 to 10/11/2020**

### Responsibilities

- Examines paper records, inventory and insurance claims
- Checking the near expiry products from the inventory list
- Expiry products removal the system as well as from the stock
- Maintains internal control system by updating audit program
- Completes audit work papers by documenting audit tests and findings
- Communicates audit findings by preparing a final report; discussing findings with Managers.

- **Worked as a Customer Service Executive (CSE) at Aster pharmacy, Dubai from 02/04/2017 to 25/06/2020**

### Responsibilities

- Welcome, greet and assist patients in registration
- Book appointments over phone and walk-ins
- Grievance handling and maintain cordial patient relations
- Insurance coordination and billing
- Handling customer complaints and situations
- Deliver customer service goals and meet established key indicator goals and objectives
- Record details of customer contacts and action taken
- Listen and respond to customer's needs and concerns
- Produce work-related documentation when required

- **Worked as Customer Service Host (CSH) at BWFS (Bird World Flight Service) Cochin International Airport from 16/09/2014 to 10/02/2017**

### Responsibilities

- Plan and coordinate the provision of friendly, efficient services to passengers and guests
- Assist with check-ins / check-outs of clients
- Greet Guests and See Off Guests upon arrival and departure
- Assist guests with airline bookings and reconfirmations
- Attending to queries for ticket reservations and cancellation. Providing necessary contact information's.
- Addressing complaints from passengers when flight is delayed or diverted

➤ **Worked as Customer Relation Executive (CRE) in BWFS at Cochin International Airport**

## **Responsibilities**

- Assist passengers with self-service check-in kiosks
- Inspect and verify passenger documentation
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellations
- Manage passenger baggage processing including handling and fee calculation if applicable
- Support for passengers with special requirements such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance
- Make public address announcements as required
- Maintain the highest standards of safety and security at all times

## **Personal Strength**

- Capable to work with a positive attitude and committed to team work.
- Ability to adapt quickly to new challenges.
- Enthusiastic and dedicated.
- Good at interpersonal skills.
- Positive attitude towards life.
- Hardworking to achieve the goal.
- Simplicity and helpful.
- Good observer and listener.

## **Extracurricular activities**

- Interior designing and decorations.
- Dancing
- Cooking
- YouTube Chanel

## **Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge. I would truly prove myself and would sincerely serve my best for the growth of the organization.

Yours faithfully,

**HIMA POULOSE**

Date:

Place: Dubai