

Neethu Mohanan

Customer Service Executive



To achieve a key role in a challenging position and actively contribute to the growth of a dynamic and progressive organization, by virtue of my administrative, and inter-personal skills drawn from extensive training and work experience.

PERSONAL STATEMENT

My goal is to become an associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

OBJECTIVE

To achieve a key role in a challenging position and actively contribute to the growth of a dynamic and progressive organization, by virtue of my administrative, and inter-personal skills drawn from extensive training and work experience.

KEY SKILLS AND COMPETENCIES

- Proficient in Microsoft Office Applications
- Work closely with the operations
- Good in guest relation
- Had attended several trainings to improve Self

PROFESSIONAL WORK EXPERIENCE

SOMERIAN HEALTH MUSSAFAH ABU DHABI OCTOBER 2020 TILL PRESENT.

Roles and Responsibilities include:

Receptionist

- Resolving customers doubts about the testing process
- Supervising encoders and staffs to perform duty
- Keeping all the files of patient
- Assisting all the patients towards doctors
- Encoding and analyzing the patients.
- Entering customers data using their Id proof
- Keeping files of patients for future audit
- Assisting the all-patient request

CUSTOMER SERVICE LE ARABIA HOTEL KERELA INDIA—
SEPTEMBER 2020
TO AUGUST 2021

Roles and Responsibilities include:

- Answer all incoming calls or redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort and forward emails
- Monitor office supplies and place orders when necessary



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towards work and colleagues
and hospitality skills

- Exceptionally result oriented and self-motivated
- Well organized and detail oriented.
- Capable of working in any shift
- Quick thinker, ability to act on his feet with sound judgement during emergency situations
- Competent in learning and easily adapts to new task or situation
- Resourceful and reliable
- Attentive to details
- Flexible and hardworking

- Keep updated records and files

CUSTOMER SERVICE AGENT ALJABER COIN LLC ABU DHABI •
MAY 2016 TO JUNE 2020

Roles and Responsibilities include:

- Client and Customer service through telephonic and email conversation in effective manner
- Following up with clients for Site requirement's, Improvements and implementation
- Deal with bookings by phone, e-mail, letter, fax or face-to-face
- Complete procedures when Guests arrive and leave
- Deal with complaints or problems
- Copy, file and maintain paper or electronic documents and records
- Handle incoming and outgoing mail

PERSONAL INFORMATION

Nationality: Indian
Date of Birth: 15th September 1992
Marital Status: Married
Address: Abu Dhabi UAE

References are available upon request.

EDUCATION

- DIPLOMA HOLDER IN CIVIL ENGINEERING FROM TECHNICAL COLLEGE, KERALA, INDIA
- BACHELOR IN COMMERCE – ANNA UNIVERSITY INDIA
- MS OFFICE TRAINING G-OPERATOR
- HIGHER SECONDARY EDUCATION, INDIA
- DIPLOMA IN FASHION DESIGNING AND BEAUTICIAN, INDIA



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