



NIBY PAUL

Al Nadha , Sharjah , UAE | +971 54 325 8446 | niby.paul.1990@gmail.com

Professional summary

An independent and organized worker with 7 years of experience in performing a wide range of office support functions for up to 30 employees. Areas of expertise include front office management, customer service and clerical duties. Fluent in English with IELTS band 7. Quick learner who can absorb new ideas .Now seeking a Receptionist position in a professional office environment.

Visit visa Expiry: November 2020 / Nationality: India

Work history

Tele sales & Customer Service Executive
Amer Center-Al Quoz

07/2020 to 08/2020

- Responding promptly to customer enquiries.
- Resolving customer complaints
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer service.
- Keeping records of customer interactions, transactions, comments and complaints.
- Perform any other duties assigned by staff members.
- Follow up with customers to ensure that technical issues are resolved.

Telephone operator& Customer service
Meal Under 10-Online Food ordering & Delivery -Dubai

05/2020 to 06/2020

- Coordinating with restaurants to pick-up orders online.
- Perform basic data entry functions.
- Communicating and coordinating with delivery service team.
- Assign drivers as per order locations.
- Making outbound calls to introduce offers.
- Forwarding calls to concerned staff/section

Receptionist cum Admin

03/2020 to 05/2020

(Dubai operation closed due to Covid 19)

Servet Pharmaceuticals , DMCC-UAE

- Greet visitors, answering their questions and directing them to proper location.
- Provide administrative support to company directors and the staff members.
- Answer phone calls and transfer to correct department.
- Ensure entryway and lobby are clean at all time.
- Document expenses and hand in reports.
- Manage office space and office equipment.
- Make appointments for visitors and customers to see appropriate personnel
- Inventory office supplies and place orders when necessary
- Perform any other duties assigned by staff members.

Administrative Assistant

05/2016 to 12/2019

Flywell Tours & Travels Pvt Ltd – India

- Preparing and editing letters, reports, memos, and emails.
- Ensure all files are updated , maintained and organized efficiently.
- Arrange meetings, appointments, and executive travel.
- Answer phone calls and take messages.
- Checking stationary levels and ordering new supplies.
- Recording, compiling, transcribing and distributing the minutes of meetings.
- Circulating documents via post and email.

Front Desk & Reservation Executive

04/2012 to 05/2016

Flywell Tours & Travels Cochin Pvt. Ltd

- File and maintain records
- Collect, sort, distribute or prepare mail messages or courier deliveries
- Up selling relevant add-ons, like, insurance, excursions, currency etc
- Advise clients on travel arrangements, e.g. Visa , visa message ,passport and vaccinations.
- Create and maintain customer databases.
- Assist in the visa process.
- Handled customer service issues, including unhappy clients, missed flights, overbooked hotels and other last-minutes problems.
- Provide sales reports to the Reservation head.

Skills

- | | |
|-------------------------------------|------------------------|
| ● Customer service | ● Data management |
| ● Microsoft Outlook, Word and Excel | ● Communication skills |
| ● Multi-tasking | ● Client relations |
| ● Attention to detail. | |

Education

Diploma: IATA & Airport Management Guiders Aviation Academy - India	2012
Bachelor of Tourism Studies: Travel & Tourism MG University - India	2011

Achievements

- **Successfully coordinated 'Kyocera Meet 2019'** Made the flight, hotel bookings and conference arrangements for Annual meeting of Japanese Company Kyocera held in India , being the official travel partner.

Personal Details

- DOB: 08 Nov 1990
- Marital Status: Single
- Nationality: India
- Passport No: J9462368