

# Anas Punjayil

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## Professional Experience

**Administrative Assistant** | Manappuram Chits India Ltd  
Kerala, India

November 2022 – December 2023

- Spearheaded the creation and maintenance of reports with daily, weekly, and monthly updates.
- Streamlined mail operations, enhancing efficiency in the Junior Assistant role.
- Implemented circulars effectively, ensuring company-wide adherence to policies.
- Performed precise data entry tasks.
- Coordinated comprehensive travel arrangements for executives.
- Managed correspondence flow, guaranteeing prompt distribution and dispatch of mail.
- Prepared and reconciled expense reports, maintaining strict adherence to fiscal policies.
- Organized internal meetings, providing seamless execution and material distribution.
- Extended clerical and administrative assistance to support interdepartmental operations.
- Executed document reproduction tasks, including photocopying and printing.

**Customer Relationship Executive** | Spark Technomedia Pvt Ltd  
Kerala, India

November 2021 – May 2022

- Respond promptly to customer queries in a friendly and professional manner.
- Assist with product information, troubleshooting, order tracking, and other inquiries.
- Identify the root cause of customer issues and provide effective solutions.
- Escalate complex issues to higher support tiers or departments when necessary.
- Log customer interactions, feedback, and resolutions accurately in the company's CRM system.
- Maintain a record of frequently asked questions and resolutions for future reference.
- Follow company guidelines, communication standards, and escalation protocols.
- Work closely with other team members to ensure seamless customer service.
- Share feedback and insights to improve processes and tools.

## Education

**Bachelor of Arts in English** | University of Calicut

June 2018 – April 2021

## Skills

- Communication, Problem-Solving Skills, Technical Proficiency, Time Management, Ms office

## Certifications

- MCSE from Leads Networking Academy
- CCNA from Leads Networking Academy
- CompTIA A+ from Leads Networking Academy

## Hobbies

- Football, Swimming, Reading