



## PROFILE

Highly organized Office Assistant/Administrator adept at multitasking and prioritizing tasks for seamless office operations. Proficient in scheduling, correspondence management, and record-keeping with a keen eye for detail. Strong communication skills and proactive problem-solving abilities ensure effective support for colleagues and clients in fast-paced environments.

## CONTACT

Phone No:  
+971 527 010 960

LinkedIn:  
[Anu M S | LinkedIn](#)

Email:  
[anumsabu10@gmail.com](mailto:anumsabu10@gmail.com)

Location:  
Sharjah, United Arab Emirates  
(Open to relocation)

## LANGUAGES

English  
Hindi  
Malayalam

## VISA STATUS

Visit Visa valid until 18/05/2023.  
(Open to Joining Immediately)

# ANU MS

## WORK EXPERIENCE

### CUSTOMER SERVICE EXECUTIVE

**Popular Vehicles and Service, Ernakulam**  
August 2018 – August 2020

- **Customer Liaison:** Serve as the primary point of contact for clients, addressing inquiries, scheduling appointments, and ensuring satisfaction with vehicle servicing procedures.
- **Administrative Support:** Assist with paperwork, invoicing, and maintaining records of service appointments using software systems, ensuring accuracy and efficiency.
- **Problem Resolution:** Resolve customer concerns promptly, coordinating with service technicians and management to ensure timely resolution and excellent customer experience.

### OFFICE STAFF

**CAPTO Investment and Tax Consulting Service, Karukachal**  
November 2020 – December 2021

- **Client Communication:** Facilitate client interactions via phone, email, and in-person, providing assistance, scheduling appointments, and ensuring prompt responses to inquiries.
- **Document Management:** Organize and maintain client files, financial documents, and correspondence in a secure and accessible manner, adhering to confidentiality protocols.
- **Administrative Support:** Assist with administrative tasks such as data entry, invoice processing, and appointment scheduling, contributing to the smooth operation of the office environment.

### CUSTOMER SERVICE ASSOCIATE

**RELIANCE Trends, Kottayam**  
January 2022 – December 2023

- **Assisting Customers:** Offer product info, resolve issues, and ensure a positive shopping experience through courteous service and personalized recommendations.
- **Maintaining Inventory:** Monitor stock, label products, and suggest restocking strategies to meet customer demand efficiently.
- **Administrative Support:** Handle transactions, data entry, and scheduling, while providing professional phone and email assistance.

## EDUCATION

**Diploma in Hospital Administration**  
Grade A | January 2024  
Techzon Skill Training, Thiruvalla, Kottayam

**Bachelor of Arts in Hindi and Literature**  
70% | October 2018  
Mahatma Gandhi University, Kottayam

## KEY SKILLS

★ Microsoft Office Suite Proficiency	★ Organizational Skills
★ Time Management	★ Attention to Detail
★ Customer Service Skills	★ Communication Skills