

ASWATHY BABU SUBHADRA

SALES EXECUTIVE / ADMIN CUM DOCUMENT CONTROLLER

ABUDHABI UAE, MOB: +971 523251802, Email Id: aswathybabus1998@gmail.com

PROFILE

Dedicated and results-driven professional with a proven ability to deliver high-quality customer service and enhance overall satisfaction. Recognized for excellent communication and problem-solving skills, adept at managing high-volume inquiries and efficiently resolving issues. Demonstrated success in building positive client relationships and fostering loyalty while consistently exceeding service expectations in fast-paced environments. Seeking to leverage expertise in customer service to contribute positively to a dynamic team.

EXPERIENCE

Innovation Direct Employment Services, Abu Dhabi

Sales Executive, ADCB

Jul 2023 – Present

- Expand and develop our customer base by on boarding new clients.
- Analyze consumer needs, current market trends, and potential partnerships to provide unique, technology-driven solutions.
- Build a sales pipeline tailored to short, medium, and long-term market opportunities.
- Collaborate and coordinate to implement various marketing strategies effectively.
- Formulate sales strategies and advantage cross selling and upselling opportunities to maximize customer reach.
- Offer comprehensive banking solutions to individuals, professionals, and businesses within our ecosystem.
- Achieved or exceeded agreed core product sales targets to build a new customer base.
- Ensured that all submitted customer applications and documentation were complete and error-free.
- Provided regular sales management information systems (MIS) reports to the line manager or Area Head.
- Offered ongoing customer market feedback to the line manager or Area Head to enhance business strategies.
- Submitted regular daily sales reports (DSR) to the Sales Manager.
- Ensured a high level of customer service while managing business proceedings.
- Performed the duties of Team Leader in their absence when assigned.
- Maintained effective business relationships with all branches and internal departments.
- Ensured that routine problems and complaints were handled professionally, escalating only minimal significant issues to the Team Leader.
- Managed and followed up on inquiries.
- Worked with multiple products, including Personal Loans, Credit Cards, CASA, and Auto Loans.

Deccan I services Pvt Ltd – Trivandrum, India

Admin cum Document Controller

May 2019 – Sep 2022

- Maintain, file, and track all documentation, ensuring accuracy and compliance with company standards.
- Implement and maintain document control systems, ensuring all documents are properly stored and easily accessible.
- Provide administrative support to various departments, including managing schedules, preparing reports, and handling correspondence.
- Ensure proper record-keeping practices, including maintaining confidentiality and security of sensitive documents.
- Organize and maintain physical and digital filing systems.
- Assisted with data entry and maintenance of CRM systems.
- Accurately enter and update data in company systems or databases.
- Ensure compliance with data security and confidentiality policies.
- Assist in the implementation and improvement of data management processes.

SKILLS

- Proficiency in Microsoft Office (Word, Outlook, Excel)
- Strong organizational, quantitative and analytical skills
- Attention to detail and a high degree of accuracy in data handling
- Strong problem-solving abilities
- Excellent keyboarding skills
- Strong Organization skills
- Team Collaboration skills
- Customer Service expertise.
- Skilled Multi-tasker
- Data Entry
- Document Management
- Communication
- Typing Speed **60** WPM

EDUCATION

Bachelor of Arts (B.A.),
June 2018

SN COLLEGE CHEMPAZHANTHY | TRIVANDRUM

Higher Secondary School,
May 2015

GBHSS MITHIRMALA

ADDITIONAL

Technical: Proficient in JavaScript, HTML/CSS, and Python

Languages: Fluent in English, Malayalam, Tamil, and Hindi

Certifications & Training: Diploma in Computer Application (C-apt)

AWARDS & ACHIEVEMENTS

- Awarded "Best Performer" in Personal Loans and Credit Cards by ADCB in September 2023.
- Awarded "Best Performer" in Personal Loans by ADCB in June 2024.