

Reshma Anoop  
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## Objective

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I aspire for a career that would provide me opportunities for continued growth with greater challenges and responsibilities, where my potential and education are extremely utilized and to showcase the talents underlying in me in some productive way.

## Experience

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- Office staff and Data entry 2016 - 2018  
Jansevakendra
  - Updated office databases and records with accurate current information.
  - Recorded personal customer information within secure databases.
  - Received and screened high volume internal and external communications, calls and email.
  - Scheduled and confirmed appointments for entire management team.
  - Maintained detailed administration and office procedures to improve accuracy and efficiency.
- Receptionist 2019 - 2022  
Mothi Mahal Residency
  - Delivered front office duties with warm and professional manner.
  - Answered telephone calls per day.
  - Managed bookings using Booer software to schedule ,cancel and rearrange appointments.
  - Greeted incoming customers in a professional manner and provided friendly,knowledgeable assistance.
  - Maintained accurate and up-to-date records for smooth handovers.
  - Managed calender strategically scheduling appointments to maximise availability.
- Billing staff with Cashier 2022 - 2023  
MJ Agencies
  - Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
  - Helped meet business needs by working extra shifts.
  - Completed opening and closing procedures each day.
  - Answered questions about store policies and concerns politely and professionally,supporting positive customer experiences.
  - Resolved customer complaints and answered queries about store products.

## Education

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- SSLC Kerala Board of Public Examination  
St.Little Teresas GHSS Vaikom March 2007
- Science, Board of Higher Secondary Examination, Govt. of Kerala  
St.Little. Teresas. GHSS Vaikom March 2009
- Diploma in Medical Laboratory Technician  
Priyadarshini Medical Institute , Thrissur 2011

## Skills

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80%

Basic Computer Knowledge  
Good Communication skills  
Clean and neat 30 wpm  
typing speed Telephone  
skills Mail management  
Cash handling File  
preparation Cash register  
operations Record  
maintaining

## Languages

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- Malayalam : Read,Write,Speak English. : Read,Write,Speak Tamil. : Read, Speak Hindi. : Read, Write

## Additional Information

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Marital Status. : Married

Nationality. : INDIAN

Passport : Y7579002

Visa Status. : Visiting visa valid up to Feb 2024