






## CONTACT

 Dubai, United Arab Emirates  
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## SKILLS

- Handled high-volume telephone and email enquiries to minimise backlogs.
- Applied positive customer service approach to increase satisfaction levels.
- Hard-working with strong organisational skills. Achieves company goals through exceptional planning and prioritisation.
- Proficient in Ms office.
- Multitasking.
- Negotiation skills.
- Net savvy.

## LANGUAGES

### English:

Intermediate

### Hindi:

Intermediate

### Malayalam:

Fluent

### Tamil:

Intermediate

## ADDITIONAL INFORMATION

# Vishnu Muraleedharan

## PROFESSIONAL SUMMARY

Enthusiastic office assistant with knowledge of resolving customer problems. Works to increase success through effective work strategies and customer service.

## WORK HISTORY

**Office Assistant** 02/2023 - Current  
**Ejadah Asset Management Group** - Dubai, United Arab Emirates

- Organised and maintain office common areas.
- Registered visitors, guests and contractors upon arrival, providing access passes.
- Oversaw daily office operations and equipment maintenance.
- Greeted guests and clients with warmth and professionalism.
- Kept office tidy, organised and stocked with supplies.
- Arranged filing systems for easy use and retrieval by personnel.

**Customer Service Assistant** 08/2017 - 01/2020  
**Transguard Group LLC** - Dubai, United Arab Emirates

- Managed high-volume customer queries simultaneously through effective multitasking.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Answered customer telephone calls promptly and improved on-hold wait times.

**Billing Clerk** 01/2017 - 08/2017  
**Century Fashions** - Kannur, India

- Maintained petty cash and processed petty cash reimbursements.
- Gathered order amounts, discount rates and all other information needed to calculate bills receivable.
- Monitored outstanding invoices and performed collections duties.
- Executed billing tasks and recorded information in company databases.
- Prepared monthly, quartely and annual reports of all billings.
- Processed payment via telephone and in person with focus on accuracy and efficiency.
- Recorded amounts due for items purchased or services rendered.
- Generated account statements outlining payments and balances.
- Calculated bills owed by customers, prepared invoices and distributed statements.

- Gender – Male.
- Marital Status – Single.
- DOB – 13/05/1994.
- Passport No. –P1274556
- Vaccination status – Fully vaccinated.
- Refernece – Available upon request.

- Received payments through various methods and checked for credibility.

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## EDUCATION

**Bachelor of Arts:** Literature , 06/2012 – 06/2015

**National College** – Thaliparamba

**HSC,** 06/2010 – 06/2012

**Marrygiri high school** – Therthally

**SSLC,** 06/2010

**Chittadi LP School** – Chittadi