



MARIA SANDRA U P

CONTACT

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mariasandraup03@gmail.com

VISA DETAILS

Visit Visa Issued: 23-04-2025

Visit Visa Period 05-05-2025 to 03-7-2025

EDUCATION

B. Com Finance and Taxation

UTIM College, Cherthala, Kerala, **2018-2021.**

Plus Two : V V H S S Kodemthuruth,
Alappuzha.

S S L C: St. Augustine's H S S aroor,
Alappuzha.

SKILL HIGHLIGHTS

✓ PERSONAL SKILLS

- Good Communication skill
- Self – motivated
- Problem solving skill
- Customer service
- Positive attitude

✓ PROFESSIONAL SKILLS

- Microsoft dynamics
- Centralized Dealer Management System
- Tally prime + GST
- Microsoft word
- Microsoft excels
- Microsoft power point
- Cash handling
- Calls handling
- Front office management

LANGUAGES

- ❖ MALAYALAM
- ❖ ENGLISH
- ❖ HINDI

AWARDS

KVR VEHICLES
2024 DEC-2025 FEB
BEST PERFORMANCE AWARD

Versatile and motivated professional with hands-on experience in accounting support, cashier duties, and administrative tasks. Adept at multitasking, managing records, and delivering excellent customer service. Seeking a challenging position where I can contribute to efficient operations and team success.

CAREER EXPERIENCE

CASHIER CUM CUSTOMER RELATION EXECUTIVE

KVR VEHICLES ERNAKULAM

JUNE 2024-APRIL 2025

- Maintaining a case history file of customer complaints.
- Making outbound calls on a daily basis using data provided.
- Schedule service appointments to customers.
- Remind the customers to their service.
- Give strong support to customers.
- Ensuring customer satisfaction.
- Collect feedback from customer after servicing.
- Prepare and issue detailed invoices for vehicle service and repairs.
- Receive payments by cash, debit card or credit card or mobile payment.
- Issue receipts, refunds, or change accurately.
- Operate cash register
- Ensure daily cash drawer is balanced and accurate.
- Maintain accurate records of transactions and cash handling
- Generated and forwarded daily transaction reports to the accounts manager for financial tracking.

ACCOUNTS ASSISTANT

KAIZEN MOTORS VYILA

MAY 2022 –NOV 2023

- Greet customers at the payment counter and guide them through the billing process.
- Maintain organized records of all bills, receipts, and payment logs.
- Sent daily transaction logs and invoice copies for accounting and audit purpose.
- Updated daily service billing data into internal systems for management review.
- Assist basic administrative tasks
- Maintain the attendance register of the employees.
- Clarify customer doubts related to service charges or parts costs.
- Inform customers about ongoing service packages.
- Answer incoming calls and direct them to the appropriate department.

Declaration

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.

MARIA SANDRA U P

UAE