

# HELEN JOSEPH

Dedicated Tele Sales were highly effective in undertaking administrative and program management tasks. Manages complex data with excellent organization. I want you to know that I am motivated to achieve outstanding success through prompt communication and helpful approach.



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United Arab Emirates

## SKILLS

- Good communication skills
- Customer service excellence
- Active listening
- Customer service experience
- Attention to Detail
- Effective communication
- Time-management
- Strong communication
- Resilience under pressure
- Relationship-building
- Customer focus
- Customer engagement
- Communication proficiency

## EDUCATION

### HEALTHCARE INSTITUTION OF PVT LTD

COCHIN, INDIAN  
Nursing assistant

### DB TECH

ALAPPUZHA, INDIA

## WORK HISTORY

### TELECOMMUNICATION STAFF

CHRIS ONE POINT, DUBAI | DUBAI, UAE

MAR 2024 - NOV 2024

- Upheld cleanliness standards in the workspace to maintain hygiene levels.
- Documented financial transactions and classified each with correct code.
- Gathered information, created charts and produced reports for staff.
- Assisted customers with queries, improving overall experience.
- Supported recruitment processes, including candidate screening and interview coordination.
- Answered incoming calls and emails per day, responding to clients and relaying messages to staff to ensure swift resolutions.

### INDIAN EMBASSY

ASSISTANT OF INDIAN CONSULATE |  
TURKEY

AUG 2021 - DEC 2022

- Created systems for budgetary planning and control, keeping operations in line with idealised guidelines.
- Coordinated operations to integrate and align with outside departments and official policies.
- Drafted reports on economic trends in host country; aided strategic decision making at home office.

### CLERK

GHOSH LLC | DUBAI, UAE

DEC 2018 - MAR 2021

- Retained knowledge of products and services to provide informative customer advice.
- Took minutes at meetings, facilitating clear communication among staff members.
- Undertook general clerical duties including photocopying and scanning; kept the workflow steady and uninterrupted.

## LANGUAGES

Career & workplace skills/ customer interaction : Tele Communication and Customer Interaction

KERALA UNIVERSITY

ALAPPUZHA, INDIA

Bachelor of Arts

KERALA UNIVERSITY

ALAPPUZHA, INDIA

Plus two

ST.JOSEPH HIGH SCHOOL, PARAVOOR

ALAPPUZHA, INDIA

SSLC

MALAYALAM Native language

ENGLISH



HINDI



MALAYALAM



TAMIL



PERSONAL INFORMATION

- Nationality: Indian
- Date of birth: 04/08/1989
- Expiry: 04/06/2027
- visa Status: Valid UAE Visa
- Visa Expiry: 06/01/2027
- Emirates ID: 784 1989 3241 3853
- Passport: R0947449