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 Dubai

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Database Management (Access, SQL)
- Project Management Tools (Asana, Trello)
- Calendar and Scheduling Software (Outlook, Google Calendar)
- Document Management Systems (SharePoint, Dropbox)
- Data Entry (High typing speed, accuracy)
- Presentation Software (PowerPoint, Google Slides)
- Communication Tools (Skype, Slack, Microsoft Teams)
- IT Troubleshooting (Basic troubleshooting skills)

SOFT SKILLS

- Communication Skills
- Empathy
- Problem-Solving
- Time Management
- Adaptability
- Attention to Detail
- Patience
- Teamwork
- Professionalism

LANGUAGES

- English
- Malayalam
- Hindi

EDUCATION

Kerala University - 2022

Bachelor of Science in Chemistry

Diploma in Computer - 2023

KEERTHY VIJAY

Admin cum Receptionist / customer service executive

PROFESSIONAL EXPERIENCE

Highly organized and detail-oriented Office Administrator/Receptionist with experience. Proven ability to manage multiple tasks simultaneously in a fast-paced environment. Skilled in communication, customer service, and office software (MS Office, Google Suite). Adept at greeting visitors, screening calls, and providing administrative support

WORK EXPERIENCE

Colours Ladies Salon - Dubai

Dec 2023 - Present

- Managed front desk operations, including answering an average of 50 calls per day and greeting approximately 100 visitors weekly.
- Maintained office supplies inventory, reducing ordering errors
- Managed office correspondence and emails.
- Interacted with customers via phone, email, and in-person to address inquiries, resolve issues, and provide product/service information.
- Handled customer complaints and ensured timely resolution to maintain customer satisfaction.
- Provided feedback to management on customer concerns and suggestions for improvement.

Skilmax- Remote - Worldwide

Jan 2022 - Dec 2023

- Managed online customer inquiries via email, chat, and social media platforms.
- Provided timely and professional responses to customer queries, issues, and complaints.
- Utilized CRM software to track customer interactions and ensure resolution of issues.
- Collaborated with cross-functional teams to escalate and resolve complex customer issues.
- Maintained a high level of product knowledge to assist customers with inquiries and troubleshooting.
- Achieved a consistently high customer satisfaction rating through effective communication and problem-solving skills.