



Linchu Jacob

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☎ 0562119293

📍 Karama, Dubai - UAE

⚙ Skills

Communication and organizational skills

Project and time management

Multitasking Abilities

Bookkeeping and Data Entry

Supervision and reporting skill

Customer service

⚙ Languages

English

Malayalam

Tamil

Hindi



Summary

Highly organized office administrator with 10 years of experience in managing administrative tasks, scheduling appointments and coordinating meetings, skilled in managing multiple projects simultaneously, ensuring timely completion of tasks and maintaining accurate records.



Academic Details

Anna University

BE. Computer Science and Engineering, 2008 – 2012



Work Experience

Kerala Houseboats Online

Administrative Assistant, Apr 2020 – Oct 2023

- Handled all day to day office operation of the firm including customer Management, Booking & allocation and Accounts.
- Handling all reservation inquiries whilst maintaining a good relationship with travel agents and customers.
- Responded quickly over telephone, email, online and in - person requests to book or update services.
- Managed and closed reservation calls to increase bookings by maintaining strong knowledge of tourism products, services and facilities.
- Monitored customer reviews and feedback to maintain satisfaction and provided superior customer service.
- Handled billing information over the phone.

Lakelands Cruises Pvt Ltd

Administrative Assistant, July 2016 – Mar 2020

- Making travel and Meeting arrangements, preparing reports and maintaining a filing system.
- Organize work using tools, like M S Excel, Word and office equipment.
- Handling administrative requests and queries from Senior Managers

KFB International

Office Administrator, Nov 2012 – May 2016

- Supports company operations by maintaining office system and supervising staff.
- Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence.
- Designing filing systems, reviewing and approving supply requisitions, assigning and monitoring clerical functions.
- Preparing, organizing and storing information in paper and digital form.



Computer Proficiency

M S Office

Windows up to version 11



Declaration

I, hereby declare that the above stated facts are true and correct to the best of my knowledge.

Date:

Place: Dubai

Linchu Jacob