



# NIRMALA.J

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## Professional Summary

Dedicated and organized professional with extensive experience in front desk administrative.  
Effective multitasker with strong attention to detail and the ability to prioritize tasks efficiently.  
Excellent communication and customer service skills, with a friendly and approachable demeanor.  
Proficient in managing phone systems, scheduling appointments.  
Providing administrative support and Inventory Management

## Skills

Telephone Skills  
Verbal communication  
Professionalism  
Ms Excel  
Ms word  
Medical coding

Organization  
Listening  
Data entry  
Outlook  
CPC  
Customer care

## Work History

Oct 2023 to still →

### CUSTOMER SERVICE REPRESENTATIVE

**ALFA SAPPHIRE CALL CENTRE - Business bay,dubai, UAE**

- Communicating with clients about our service
- Listening to customer or client complaints or concerns and working to resolve their issues
- Answering client or customer questions about our services
- Explaining about the trading and how to trade

02.2021 - 07.2023 →

### INVENTORY CONTROLLER

**ILANGO MEDICALS - Paramakudi, Ramnad, India**

- Ordering pharmacy supplies and controlling the inventory on a daily basis.
- Overseeing and auditing computerized inventory systems for the transfer of product, maintenance of item master files, and perform quality control of system output records.
- Handling basic administrative tasks such as filing data entry, and photocopying
- Developing, directing, and maintaining an effective work group consisting of direct and indirect report managers, supervisors, pharmacists, and technician specialists to ensure that Pharmacy Supply Chain operations are value-centric.
- Maintaining ledger and journals.

## Education

April 2018-April2020

### DIPLOMA IN PHARMACY

Km college of pharmacy -Madurai, Tamilnadu,India

May2020-May2023

### BACHELOR OF BUSINESS ADMINISTRATION

Alagappa University,karaikudi -Tamilnadu,India

Languages

TAMIL	ENGLISH
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Advanced (C1)	Advanced (C1)

Additional Information

Date of birth : 23/12/2000  
Nationality : Indian  
Marital status : single  
Visa status : Visit visa