



# Nisha Rajan

Flexible customer service professional with 6 years of success in resolving customer concerns and enquirers. Skilled at accurately documenting call details, preparing reports and arranging appropriate service. Supportive team player, well-versed in providing helpful service across multiple platforms to retain clients.

## CONTACT



DUBAI, UAE



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## PERSONAL DETAILS

Gender : Female  
Date of birth : 27/04/1995  
Marital status : Married  
Nationality : Indian  
Driving License : 4447171  
Passport No : L5676281

## CORE QUALIFICATIONS

- Active listening
- Constructive criticism
- Good Leadership quality
- Specifications understanding
- Administrative support
- Customer assistance
- Safe driving practices

## INTERESTS

- Badminton
- Driving
- Travel

## LANGUAGES

- English
- Tamil
- Malayalam
- Hindi

## EDUCATION

2021

Bachelor of Education in Computer Science  
Tamil Nadu Teaching Education University - India

2017

Masters in Computer Science  
Bharathiar University - India

2015

Bachelor of Computer Application  
Bharathiar University - India

## EXPERIENCE

*Technical & Customer Support Associate*  
Emirates national oil company UAE

- 05/2021 - Current
- Responsible for World class sustainable and integrated customer service.
  - Worked with energy and determination to maintain efficient customer service during peak business hours.
  - Helped customers complete teller transaction such as money reloading enoc cards, DEWA payment, recharge and gift card information updates.
  - Reviewed and verified transactions to ensure proper processing according to established quality standards.
  - Daily checking sales and total cash, Banking according to the dynamic reconciliation.
  - Handling Customer and Employees complaints in professional manner.
  - Daily Day ending cross checking sales based on the offline and online verifone transaction.

*Exam Invigilator for IELTS*  
British Council - Chennai, India

- 05/2019 - 01/2021
- The main role of an Invigilator is to ensure the conduct of examinations according to the IELTS Partners requirements.
  - Provide support to exam team to ensure security and integrity of exams processes.
  - Give our candidates highest level of customer care, and abide by the rules and regulations set by each examining body.
  - Answered questions and resolved issues and concerns to support communications and positive examinations.
  - Conducted roll call to check and monitor attendance, determining and recording punctuality and absences.

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## TECHNICAL SKILLS

- Documentation Tool :  
Microsoft Excel, Word  
Dynamics, Photoshop,  
Outlook
- Networking : Active  
Directory, DHCP, DNS.
- Operating System :  
Windows, Unix, Linux
- Programming Language :  
Python, C, C++, Java,  
.net, Android
- Web Development : HTML,  
CSS, Java Script, VB script

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## ACHIEVEMENTS

- Participated work shop on  
Data science.
- Participated in Program  
"Health and Fitness"  
Organized by Sharjah  
Emirates.
- Received Best Teacher  
Award.
- Participated in Badminton  
tournament University  
level.
- Participated in Ball  
Badminton tournament  
State level.
- Participated in National IT  
Fest.
- Successfully Completed  
Health and Fitness  
medical at Dubai.

- Conducted computer-based exams and assigned students log in  
instructions to establish smooth procedures, monitoring all  
angles.

### *Administration Executive and Finance*

Bala Tourist Service - Chennai, India

- 07/2017 - 04/2019
- Maintained excellent customer satisfaction by offering friendly,  
helpful and informative customer service.
  - Provided customers with advice and guidance to increase  
customer satisfaction and loyalty.
  - Answered customer queries on new products, services and sales  
offers to increase sales.
  - Monitored email to promptly collect and respond to complaints.
  - Assessed unresolved and escalated phone and email complaints,  
delivering swift resolution for optimised customer satisfaction  
ratings.

### *Teacher & Smart Class Coordinator*

Navaa International School ( CBSE ) - Tamil Nadu, India

- 05/2015 - 05/2017
- Prepared unit and lesson plans for courses of study, following  
curriculum guidelines and common core standards.
  - Observed and assessed student performance to identify areas  
requiring improvement.
  - Established clear objectives for all lessons, units and projects to  
achieve universal success.
  - Used effective teaching methods to assist with student  
development, including collaborative learning, positive  
reinforcement, modelling and explicit instruction.
  - Attended PTA events to establish rapport with parents and  
teachers.

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## DECLARATION

I hereby confirm that all the details furnished above are authentic  
and accurate to the best of my belief.

Place : UAE  
Rajan

Nisha