

REKHA T.N

ABU DHABI

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OBJECTIVE

Customer service professional with extensive experience in engaging customers, managing transactions, and upholding high service standards. Demonstrates strong leadership in team management, ensuring efficient shift operations while resolving customer concerns. Dedicated to enhancing store performance and committed to continuous learning and career growth.

SKILLS

- **Technical Proficiency:** MS Office, Computer Knowledge - Tally, Accounting Package
- **Reporting And Documentation:** Report Analysis, Report Writing, Reporting Skill, Documents Handling
- **Leadership And Management:** Staff Management, Team Leadership
- **Customer Service And Soft Skills:** Customer Service, Time Management, Hardworking

WORK EXPERIENCE

Spark Security Services

Apr 2022 - Feb 2025

Customer Service Executive/Security Admin

- Managed customer complaints by following up on issues, preparing detailed reports, and ensuring prompt resolution to enhance customer service.
- Handled security-related documentation with high professional standards, demonstrating meticulous report writing skills.
- Oversaw access card issuing and replacement processes, maintaining a high level of operational efficiency.
- Upheld professional standards across the security team, aligning team leadership and staff management practices with company protocols.

Aqua Water PVT LTD

Apr 2018 - Sep 2021

Accountant

Pazhayannur, Thrissur, India

- Prepared books of accounts and detailed financial reports, ensuring precision and accuracy.
- Managed payroll and generated daily and monthly reports to support timely financial operations.
- Coordinated LPO preparation and arranged meeting schedules to streamline internal communications.

EDUCATION

Advanced Training in GCC Taxation and VAT

Present

Calicut University

2010 - 2013

Bachelor of Commerce, With an optional Subject Co-Operation

Govt Higher Secondary School, Cheruthuruthy

2008 - 2010

Higher Secondary

PROJECTS

- Aldar community Abu Dhabi - Al Zeina
- Khalifa Park Abu Dhabi