



SINDHU MENON

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To utilize my interpersonal skills to achieve the goals of a customer-focused company, ensuring customer satisfaction and positive experiences.

**MPS India Holdings Pvt. Ltd. - Manager-Customer Relations (May 2020 till 31st August 2024)  
(Oct. 2016 - June 2019)**

Rejoined MPS India Holdings Pvt. Ltd. after gaining valuable experience at Fortune Destination Management India Pvt. Ltd, now bringing enhanced skills and a fresh perspective.

- Administrative Support – Managed executive calendars & scheduled meetings
- Liaison between departments, clients and executives; drafted mails, memos and reports.
- Office Management – Ordered office supplies, maintained office equipment and ensured smooth running of day to day operations.
- Organized and maintained confidential files.
- Build and maintain positive customer relationships
- Assist sales team with information and data
- Resolve customer complaints effectively
- Ensure financial accuracy in account statements
- Support MD in critical communications
- Identify up selling and cross-selling opportunities
- Monitor team and systematic task completion
- Prepare handover documents and legal paperwork
- Accompany customers during apartment inspections
- Provide post-handover customer support

**Fortune Destination Management India Pvt. Ltd. - Asst. Manager Administration (Aug. 2019 – April 30, 2020)**

- Managing the overall coordination of the company's daily operations, including general administration, HR, finance, business development and promotions
- Manage website admin panel
- Handle online client reviews and feedback
- Support sales team with inquiries and reports
- Manage SEO and social media coordination
- Compose professional correspondence for MD
- Verify advertisement bills and invoicing
- Review guest feedback and report to MD

✦ **Mather Projects Pvt. Ltd. - Executive - Customer Relations (Feb. 2011 - June 2016)**

- Liaison between company and clients
- Update project status reports for clients
- Collect payments and coordinate loan transactions
- Prepare sale, construction, and bank documents
- Coordinate with various departments for customer needs

✦ **COM CUBE TECHNOLOGIES – Marketing In Charge (Jan. 2010 - Feb. 2011)**

- Manage administration and online training
- Handle phone, email, and walk-in inquiries
- Coordinate with executives and clients

**PERSONAL DETAILS**

Date of Birth : 19/6/1975

**Visa Status** : **Currently on a visit visa (valid until 11<sup>th</sup> Nov.2024)**

Languages known : Malayalam, English and Hindi  
Kannada- Full Understanding & speaking (Intermediate)

**EDUCATION**

- B.A. (Economics) from Vimala College, Thrissur
- B.Ed (English) from Sri Shaila College of Education, Karnataka
- School: St. Teresa's Convent, Ernakulam
- Completed 'Swift India 2000' from GNIIT

**SKILLS**

- customer-centric approach
- Effective communication, relationship building
- Exceptional filing & letter drafting skills
- Conflict resolution, teamwork, adaptability

**DECLARATION**

I do hereby declare that the above furnished information is true as per my knowledge and belief.

(SINDHU MENON P.)