



SRUTHY K D

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SKILLS

Time Management

Positive Attitude

Problem Solving

Teamwork

Customer Service

Decision Making

Active Listening

Writing

LANGUAGES

English

Malayalam

Tamil

PERSONAL DETAILS

Date of Birth : 20-05-1998

Nationality : Indian

Marital status : Married

Passport No : V8081265

Visa Status : Spouse Visa

CAREER OBJECTIVE

To work in an innovating and challenging environment equipped with new technology that enhances my skills, knowledge, my desire and drive to the organization's growth and profitability.

WORK EXPERIENCE

JUNIOR ACCOUNTANT & RECEPTIONIST | CITRON TRAVEL AND TOURISM | DUBAI, UAE - 21/10/2023 - 30/12/2023

Accounts Payable & Receivable Management:

- Creation of Purchase Orders
- Liaising with the Vendors for proper documentation till prompt payment of the same before the due date.
- Documenting – Entering Purchase and Sales on daily basis.
- Vendor and Customer Management in System – Responsible for creating the masters.
- Checking of Customers Statements on a monthly basis based on the individual staff reports.
- Creation and Processing of Sales Invoices.

Customer Representative:

- Customers Visas were posted.
- Visa extension processed.
- All 30 / 60 days visas were posted.
30 days insurance and 60 days insurance were all processed.

CUSTOMER CARE SERVICE | FEDERAL BANK | THRISSUR, INDIA 01/01/2020 - 30/09/2020.

- Responding promptly to customer inquiries & communicating with customers through various channels.
- Acknowledging and resolving customer complaints with thorough knowledge about the products.
- Processing orders, forms, applications, and requests received from Customers and in-turn keeping records of the same with the clear track till the solution.
- Providing feedback on the Efficiency of the customer service process.
- Handled a Team of Junior customer service representatives comprising of 5 members.
- Ensure customer satisfaction and provide professional customer support.

INTERESTS

- Reading
- Travelling
- Music
- Cooking

ACTIVITIES

- Active Participation In NSS

COMPUTER SKILL

- MS OFFICE
- ZOHO

PROJECTS

Mini Project

Library Management

Main Project

Bank Loan Management

COURSES

Trainee Associate Course Under
Alliance, Don Bosco Tech

IT HELP DESK ENGINEER | V TECHSOFT IT | CHENNAI, INDIA December 2020 - January 2023

- Provided functional and technical support, troubleshooting hardware and software issues.
- Analysed No boot, Bluescreen of Death, and crash dumps using Windows Debugger.
- Resolved Windows update, user login failure, registry, antivirus conflicts, and internet issues.
- Installed antivirus and Microsoft applications per client needs, tuned Windows OS performance.
- Managed printer/scanner and maintained toner inventory.
- Replaced and troubleshooted printer hardware.
- Configured and troubleshooted VC devices.

CUSTOMER CARE SUPPORTER | ARCIS E SERVICES PRIVATE LTD, CHENNAI, INDIA 20/03/2023 - 01/08/2023

- Document Verification for processing the Insurance.
- Check Customers' loan amount & existing insurance amount.
- Reminding the Customers for prompting the payment on time.
- Continuous support to the customers in resolving doubts.

EDUCATION

- **SSLC – 2014**
AUPS THUMBOOR – Kerala, India
- **Higher Secondary – 2016**
GSHS ASHTTAMICHIRA – Kerala, India
- **Diploma in Computer Engineering – 2019**
SANGAI INTERNATIONAL UNIVERSITY – Kerala, India