



TRIJA THOMAS

ABOUT ME

Experienced Customer Service Representative with **+7 years** of proven success in delivering exceptional service and support to customers.

Skilled in **resolving customer issues, multi-tasking,** and **working efficiently under pressure** in fast-paced environments.

Adept at building rapport with customers, identifying their needs, and providing effective solutions to ensure customer satisfaction. Highly organized and detail-oriented, with a strong ability to manage inquiries, complaints, and transactions while maintaining a positive brand image.

Personal Information

Married with one Child Studying

CONTACT

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Courses Completed

Computer course like Windows, MS Office Application like Word, Excel, and Power Point & Internet Explorer etc..

Hobbies

Cooking

Listing to Music

VISA STATUS

Residency visa - 24/03/2026.

WORK EXPERIENCE

AMAR CHITRA KATHA PVT LTD – Customer Service Executive

OCT 2016 – May 2019. (2 years and 5 months)

New Subscription Processing: Process new subscription requests, ensuring all necessary details about the customer, payment and shipping.

Subscription Order & Stock Management: Monitor and fulfil customer subscription orders, ensuring timely processing and accurate delivery. Tracking & coordinating to ensure sufficient stock for ongoing subscriptions. Handle renewals and cancellations of subscriptions.

Record Keeping & Documentation: Maintain accurate and up-to-date records of customer interactions, inquiries, complaints, and transactions using CRM or customer service software.

Customer Complaint Resolution: Address and resolve customer complaints in a professional and empathetic manner, ensuring customer satisfaction and retention.

UK VFS GLOBAL SERVICES PVT LTD - Visa Officer – Operations

July 2009 –February 2013 (3 years and 2 months)

Visa Document Scrutiny: Carefully review and verify the accuracy and completeness of visa applications and supporting documents to ensure all required documents are provided according to immigration laws, company policies, and regulatory standards.

Data Entry & Record Keeping: Accurately enter visa application details, personal information, and other relevant data into the system.

Biometric Data Handling: Collect biometric data from applicants, including fingerprints and photographs, in compliance with regulatory requirements.

Visa Cash Handling & Accounts Management: Manage visa-related payments, including visa processing fees, biometric fees, and other charges, ensuring proper receipt and documentation

Communication & Coordination: Communicate effectively with applicants regarding the status of their visa applications, payment instructions, and any additional documentation required.

MEdTECH (Enhancing the Quality of Healthcare)– Office Co- Coordinator.

June 2007 – May 2009. (2 years).

Preparing Quotations for Tenders: Prepare competitive quotations for tenders as client services were reputed Hospitals Like JJ hospital, Tata hospital, KEM, Seven hills etc. . most of the product's handles were used for physiotherapy and exercise, looked over the stocks as well.

Coordination with Other Departments: Work closely with the sales, procurement, and finance departments to ensure timely and efficient handling of quotations, invoicing, and stock management.

EDUCATION QUALIFICATION

B.A - Bachelor OF Arts from Bhavan's College (Mumbai University)2005 – 2006. – Pass

Higher Secondary Certificate from Bhavan's College Arts 2002 – 2003 - Pass.

Secondary School Certificate from Girls high School Mumbai 1997 -1998 – Pass .