

ANJU M

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CAREER OBJECTIVE

The Desire to be a professional has always inspired me towards working for an established organization which ensure to identify my capabilities and talents in creative and logical thinking and utilizing them to achieve the goals of the organization

EXPERIENCE

- **First Security Group, Dubai**

Guest Experience Ambassador at Dubai International Airport

 - Welcome passengers and address their inquiries and requests promptly.
 - Share details on flight schedules, gate assignments, and baggage allowances.
 - Handle customer complaints professionally and promptly.
 - Assist passengers with self-service check-in kiosks and online check-in procedures.
 - Coordinate with airline and airport personnel for efficient operations.
 - Document passenger interactions and complaints accurately.
 - Help passengers with lost or damaged baggage and guide them through the claims process.
 - Offer guidance and support to passengers navigating the airport.
 - Adhere to security and safety protocols to safeguard passenger welfare.

July 2021 - Present
- **Cape Comorin Tourism LLC.**

Accountant cum Admin assistant

 - Processed payroll for all staff members
 - Documented financial transactions following accounting control procedures
 - Managed book entry using Zoho Books and transitioned from a manual to computerized system
 - Maintained inventories of office supplies, stationery, and pantry items
 - Prepared month-end balance sheet and conducted monthly general ledger closings
 - Handled client calls professionally and addressed inquiries
 - Planned and organized office administrative tasks, including coordinating company events
 - Managed flight ticket bookings and cancellations.

February 2021 - July 2021
- **Group 4 Secure Company, UAE**

Customer Service Personnel

 - Welcome, greet and help's large volume of passengers every day with positive attitude.
 - Focus on passengers satisfaction throughout out the airport journey.
 - Offered advice and assistance to customers, paying attention to special needs or wants.
 - Resolved all doubts of passengers on arrival and departure and guided them to the appropriate sections of the airport.
 - Developed strong communication and organizational skills through working on group project.

October 2019 - April 2020
- **RR Donnelley Outsourcing Private**

Process Associate

 - Handles customer queries and complaints related to Credit Score and Utility bills
 - Provides appropriate solutions and alternatives within the time limit
 - Follows up via emails to confirm the clarity of work for reducing repeated contacts from customers
 - Deals with the customer complaints department queries
 - Categorizes and assigns complaints to respective agents
 - Gained extensive knowledge in Data entry, analysis, and reporting
 - Proficient in document processing
 - Generates utility bills
 - Helps consumers to understand their credit, use it effectively, and build/manage it

November 2017 - April 2019

EDUCATION

- **BGS institute of Technology, Karnataka - India**
Bachelor of engineering in Computer Science

2016
- **SNDPY Higher Secondary School, Kerala - India**
Highers Secondary - Computer Science

2011

TECHNICAL SKILLS

- MS Office, SAP ERP, Zoho Book
- Data Entry, IT and Computer Knowledge
- CRM Salesforce
- Active listening and multi-tasking.
- Problem Solving Skill
- Customer Relation Management

INTERESTS

- Sport
- Yoga
- Traveling

PERSONAL STRENGTHS

- Patience, Active Listening
- Ability to grasp facts and ideas fast
- Reliable and consistent
- Flexible and adaptable
- Initiative and problem solving abilities
- Time Management

PERSONAL PROFILE

- Marital Status : Married
- Nationality : India
- Known Languages : English, Malayalam,Tamil - Fluent; Hindi - intermediate, kannada - Beginer

CERTIFICATION

- Guest Experience Ambassador (Dubai International Airports)
- Customer Care Executive (Telecom Call Center).

DECLARATION

I hereby declare that the above mentioned information is correct to my knowledge and I here responsibility of the correctness of the above mentioned particulars.