

## FRANKLIN FRANCIS

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Dubai, Sharjah



Dedicated and motivated graduate with a strong academic background and a passion for learning. Possesses excellent communication, organizational, and problem-solving skills. Adaptable and eager to contribute to team success while developing new skills and gaining practical experience. I am eager to utilize my organizational, communication, and problem-solving abilities within a productive and well-managed office environment. I seek a role that allows me to learn and actively support effective operations.

## SKILLS

- Record keeping and reporting efficiently
- Proficient in Microsoft word, Excel, including creating spreadsheets and generate reports.
- Proficient in the operation of printers, scanners, copiers, and fax machines
- Accurate data entry and record keeping
- Active listening and time management
- Ability to work independently and as part of a team
- Tally, SAP and Microsoft Excel
- Strong interpersonal skills
- Problem-solving and critical thinking
- Adaptability and flexibility

## LANGUAGES

English, Hindi, Malayalam and Tamil

## EXPERIENCE

- Office Administrator – Hydrolite Leisure LLC, Dubai – (Oct2024- Feb 2025)
  - Managed daily office operations, including answering phones, managing mail, and maintaining office supplies.
  - Provided administrative support to technical and maintenance team.
  - Managed travel arrangements, including booking flights, hotels, and transportation for employees.
  - Created new templates for reports and quotations.
  - Created complaints tracker which helped to follow up, reduced chance of missing and timely completion of works.
- Accounts Trainee – Finacul (Jun 2024 – Aug 2024)
  - Assisted in managing and maintaining accurate records of client accounts, including invoices, and payments.
  - Conducted vouching procedure to verify financial transactions and account balances.
  - Assisted to prepare financial statements of companies and organisations.

- Sales Representative – Decathlon Thrissur (Mar 2024- May 2024)
  - Provided exceptional customer service, addressing inquiries and resolving issues promptly to maintain a high level of customer satisfaction.
  - Participated in ongoing sales training programs to enhance product knowledge, sales techniques, and professional development.
- Reception Administrator – Hotel Archana Inn, Kerala – (Feb,2023 – Dec,2023)
  - Front desk management – greeted visitors, answered incoming calls and directed inquiries to appropriate staff members or departments.
  - Maintained up to date records, files, and data.
  - Increased sales within 2 months from joining made best employee.
  - Improved satisfaction reviews from the customers.
- Digital Marketer – Soften Technologies, Kerala – (Nov, 2020 – Apr, 2021)
  - Managed social media accounts on specific platforms such as Facebook, Instagram creating engaging content and increasing followers' engagement.
  - Developed multimedia contents such as videos, infographics, and interactive content to enhance user engagement and convey key messages efficiently.

## EDUCATION

- Master of Commerce  
Calicut University  
2021-
- Bachelor of commerce  
Calicut University  
2017-2020
- Higher Secondary School  
Kerala Education Department  
2015-2017

## CERTIFICATIONS

- Tally Prime – Infratech
- Accounting and taxation - Capella
- SAP FICO – Tax master
- Digital Marketing – Soften Technologies
- Power Bi – Skill Nation

## ACHIEVEMENTS

- Best employee at Archana Inn
- 4<sup>th</sup> Kerala Pencak Silat Championship Gold medal winner
- National level participation in sports