



## Contact

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+971 56 210 6989

Email  
ibibinps@gmail.com

Location  
Abu Dhabi, UAE

## Education

2021  
**Master of Science in  
Counselling Psychology**  
Martin Luther Christian University

2018  
**Bachelor of Arts Major in  
Psychology**  
Indira Gandhi National Open  
University

## Expertise

- MS Office; Word, Excel and Power point
- Outlook

## Personal Details

Date of Birth : 17-12-1992

Gender : Male

Nationality : Indian

Marital Status : Single

## Language

English  
Hindi  
Malayalam  
Tamil

# BIBIN STEPHEN

## Administrative Officer/ Customer Service

Proficient Administrative Officer with over 9 years and 6 months of office and customer care service experience, specializing in administrative work, problem solving, optimal assistance and collaborate effectively with team. Strong interpersonal skills acquired through Psychology related experience and strategic planning abilities.

## Experience

### 2021 - 2022

TRADA Integrated Rehabilitation Centre for Addicts

#### Administrative Officer

- Patient coordinator, Academic coordinator and student internship management
- Organizing workshops and training programmes for patients, counsellors, social work and psychology students
- Establish rapport with patients to assist them in understanding and accepting treatment recommendation
- Documentation
- Customer care support through phone calls, chats and emails.
- Aftercare service follow up arrangements.

### 2015 - 2019

HIRE TECH Consultancy

#### Administrative Assistant

- Administrative support to ensure efficient operation of office
- Coordinated telecalling team
- Scheduled and coordinated appointments, meetings and interviews
- Documentation and filing
- Ensure quality service, support and resolve client issues
- Trained six backend support executives while their probation period
- CV collection and sorting, schedule interviews and follow ups through email, telephone and sending offer letters

### 2011 - 2015

Elcare Systems Private Limited

#### Backend Support Executive in Administration Department

- Customer care support
- File and maintain all necessary official documents for the employees
- Organizing staff meeting and updating calendar
- Assisting and coordinating with HR and administration team
- Communication and drafting emails
- Assist in reviewing and seeking solutions to problems
- General office clerk duties

## Professional Skills

- Multilevel communication
- Goal oriented
- Accuracy
- Analytical Skills
- Encouraging people
- Team work
- Training abilities

## Personal Skills

- Interpersonal Skills
- Quick learner
- Creative
- Adaptability
- Flexibility
- Problem solving
- Assertive