



AKHIL AMBROSE

Customer Service Executive

I'm optimistic and fast learning personality with strong organizational skills and have 7 years of experience in Customer Service, Shipping Line Documentation, Front Desk Management, File Record Management, Procurement, Petty cash Management, Office Administration, and also have experience in Microsoft Office Excel, Word, Outlook and other official software related to work. Currently I'm looking for a new challenging position to utilize my skills and experience knowledge.

Contact Me

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- Al Nakhil - 1, Ajman, UAE

Education

2013 - 2016

Bachelor of Commerce

Mahatma Gandhi University, Kottayam

2013 - 2014

Diploma in Computerized

Financial Accounting (DCFA)

Tandem Institute of Computer Technology

Soft Skills

- Communication Skill
- Organizational Skill
- Analytical Skill
- Interpersonal Skill
- Time Management
- Problem - Solving Skill
- Active listening
- Leadership & Management Skill
- Decision Making
- Customer Relation Management
- Multi Tasking

Hard Skills

- Logstar ERP
- OdeX ERP
- Campus7 ERP
- CXED
- Tally ERP
- Microsoft Outlook
- Microsoft Excel

Personal Details

- Date of Birth - 19-07-1996
- Nationality - Indian
- Passport Number - U6403229
- Passport Expiry - 27-01-2030
- Visa Status - Visit Visa
- Visa Expiry - 16-12-2023
- Language - Malayalam, English, Tamil, Hindi

PROFESSIONAL EXPERIENCE

Administration Executive

Chandy's Hospitality Academy, Cochin May 2021 - September 2023

- Welcome visitors, provide them with necessary information and direct them to the appropriate person.
- Respond to inquiries from parents and students, providing assistance and resolving issues whenever possible.
- Monitoring accounts to identify overdue payments and reconciling termly fees income.
- Handling various administrative tasks, such as handling correspondence, filing documents, managing mail, and maintaining student records.
- Research potential vendors then compare, review and evaluate offers provided by them.
- Maintain updated records of Vendors, purchased products, delivery information and invoices to prepare reports on purchases, including cost analyses.
- Monitor stock levels and place orders as needed, always coordinate with department staffs to ensure proper storage.
- Petty cash management - Compute, classification and summarize of petty cash expenses, reimbursements for office to make sure payment amounts, records and supporting documents are correct.
- Plan events with attention to financial and time constraints.
- Communicate directly with service providers to schedule repairs, servicing, and preventive maintenance required to keep the institution's physical assets running smoothly.

Cashier - Customer Service Documentation Executive

Maersk India Pvt Ltd - CMS, Cochin

July 2016 - April 2021

- Perform office duties, such as answering the phone, maintaining updated records and providing customer service.
- Trouble shoots shipping issues and customer complaints that arise and work to solve them.
- Make phone calls for missing information and incorrect payment data as necessary.
- Record master bill of lading/invoice numbers on all checks received and file all check copies, reports, transmittals for back-up purposes.
- Co-ordination with CHA for clearance and responsible for clearance on time for CHB customers.
- Reporting the Location Customer Service Manager about daily and weekly shipments and its clearance details.
- Provide training to junior customer support representatives.
- Notify customers about the new updates in payments and shipping process.
- Cross check and Date of stamp the shipping papers including Bill of lading, payments slip for issuing delivery order.
- Issuance of Customs NOC and movement form for import shipments clearance.
- Preparing audit reports of import and export documentation for vessel shipments and settlements.
- Print and handover the Bill of Lading as per customer requests.
- Submit accepted payments to the bank daily and maintaining a payment register is also necessary.

REFERENCE

Jairaj Narayanan

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