

MARIA STEPHEN MD



CUSTOMER SERVICE EXECUTIVE

PROFESSIONAL SUMMARY

Seeking a Suitable Position in Your Organization to Utilize My Educational Qualification, Bookkeeping, Computer Skills, and Analytical Skills for Mutual Growth and Success.

Motivated banking professional possessing a strong commitment to quality customer service coupled with good communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions.

CONTACT

Address : Dubai Investment Park Two, Dubai

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LANGUAGES

ENGLISH : Speaking, Reading,
Writing

HINDI : Speaking only

MALAYALAM : Speaking only

TAMIL : Native

WORK EXPERIENCE

LULU INTERNATIONAL EXCHANGE LLC – DUBAI, UAE

FRONT LINE ASSOCIATE – AUGUST 2022 to PRESENT

- ✓ Executed Customer Transactions Regarding cash, money orders and money exchange.
- ✓ Proficient in exchanging different currencies.
- ✓ Maintained balancing record with 100% rate of accuracy.
- ✓ Proficient in using computers and other office equipment.
- ✓ Exceeded monthly sales goal
- ✓ Maintained friendly and professional customer interactions.
- ✓ Call Dormant Customers for asking about our service and report to my branch in charge.
- ✓ Open / close branches as required and ensure all tasks and checks are completed.
- ✓ Follow compliance procedures, company policies and abide by all health and safety guidelines as per company standards.
- ✓ Provide support and information to customers, over the counter and by phone.
- ✓ Prepare daily 'End of Day' sheet at the close of each business day.

WOODLAND TECHNICAL WORKS LLC – DUBAI, UAE

ADMIN CUM ACCOUNTANT – JANUARY 2022 TO JULY 2022

- ✚ Maintaining Day to Day Transactions
- ✚ Attend The Call from Front Desk and Maintain Md Callender.
- ✚ Reporting On the Status of Accounts Payables and Receivables.
- ✚ Preparing Employees Payroll and Ot Sheet on Month End.
- ✚ Preparing Quotation, Invoice, Credit Note and LPO.
- ✚ Daily Checking PDC & Other All Types of Cheques.
- ✚ Maintains Accounting Databases by Entering Data into The Excel Sheet.
- ✚ Online Digital Marketing.

HOTEL MAADHINI – TAMIL NADU, INDIA

ACCOUNTS ADMIN – JULY 2020 TO OCTOBER 2021

- Cash Handling Functions for The Hotel and Reconcile All Cash Dropped at The Front Desk
- Greet Our customer in front desk and Attend the Calls from Front desk.

NANTHU TOURS AND TRAVELS – TAMILNADU, INDIA

OFFICE ADMINISTRATOR – OCTOBER 2017 TO JULY 2020

SALEEMA SAHEEMA TRADERS – TAMIL NADU, INDIA

OFFICE ASSISTANT – MARCH 2014 TO MAY 2017

EDUCATION

2013 **B.COM WITH COMPUTER APPLICATION**
ST. XAVIER'S COLLEGE, TAMIL NADU - INDIA

SKILLS

- Team Work
- Goal Oriented
- Loss Prevention
- Relationship - Builder
- Attention to Detail
- Multi Tasking
- Time Management
- Work Ethic