



CONTACT

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Deira -Naif

Date of Birth
18th MAR, 1992

Nationality Marital Status
Indian Married

EDUCATION

2013 - 2016
DR. AMBEDKAR ARTS AND
SCIENCE COLLEGE, PERIYA

- Bachelor of Commerce (BCOM) with Cooperation
- Relevant Coursework: Accounting, Business Management, Financial Analysis

2008 - 2010
GHSS CHANDRAGIRI

- Higher Secondary Education (Plus Two)

SKILLS

- Attention to Detail
- Problem-solving
- Teamwork
- Adaptability
- Empathy
- Creativity
- Conflict Resolution
- Time Management

LANGUAGES

- English (Basics)
- Malayalam (Fluent)
- Hindi (Intermediate)

SWATHI P

CUSTOMER SERVICE

PROFESSIONAL SUMMARY

A dedicated and detail-oriented professional with over 7 years of experience in customer service, office administration, and accounting. Proven expertise in managing customer relationships, streamlining office operations, and supporting executive functions. Adept at using technology to enhance productivity and efficiency. Seeking a position as a Receptionist, Office Assistant, or Customer Executive to leverage strong organizational and interpersonal skills in a dynamic work environment.

WORK EXPERIENCE

Amana Toyota Service Section, Kasargod APRIL 2018 - PRESENT
Senior Customer Executive

- Managed customer inquiries and complaints, ensuring prompt and satisfactory resolution.
- Led a team of customer service representatives, providing training and support to enhance their performance.
- Implemented new customer relationship management (CRM) system, improving data accuracy and service efficiency.
- Prepared regular reports on customer feedback, service issues, and resolutions for management review.
- Assisted with scheduling, coordinating meetings, and maintaining office records to ensure smooth operations.

Value First August 2016 - March 2018
Customer Executive

- Handled client communications, addressing inquiries and resolving complaints efficiently.
- Maintained and updated client databases, ensuring accuracy and confidentiality of client information.
- Assisted in preparing financial reports, supporting accounting tasks, and maintaining accurate financial records.
- Collaborated with team members to streamline service processes and enhance customer experiences.
- Supported various office administration tasks, including scheduling and document management.

SKILLS

CUSTOMER SERVICE:	Proficient in managing customer inquiries, resolving issues promptly, and ensuring high levels of customer satisfaction.
OFFICE ADMINISTRATION	Experienced in handling administrative tasks, scheduling, coordinating meetings, and maintaining office records.
ACCOUNTING KNOWLEDGE	Skilled in basic accounting principles, bookkeeping, financial reporting, and using accounting software.
COMPUTER SKILLS:	Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), CRM software (e.g., Salesforce), ERP systems, and data analysis tools.
COMMUNICATION SKILLS	Exceptional verbal and written communication skills for effective interaction with clients, team members, and stakeholders.