

Sanjana Eldose



Personal Details

Date Of Birth : 09-07-1994

Marital Status: Married

Nationality : Indian

Gender : Female

Visa Status : Husband Visa

Languages

- ❖ English
- ❖ Malayalam
- ❖ Tamil
- ❖ Hindi

Education

BACHELOR OF SCIENCE -BOTANY - 2015
MG UNIVERSITY, KERALA, INDIA

HIGHER SECONDARY - SCIENCE - 2012
ST TERESA'S SCHOOL, KERALA, INDIA

Certifications

- ❖ Word Processing and Data Entry
- ❖ Tally ERP

Skills

- ❖ Adaptability
- ❖ Time Management
- ❖ Cash Management
- ❖ MS Office & Data Entry
- ❖ Problem Solving Skill

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✉ sanjanaeldose@outlook.com

🏠 Mussafah, Abudhabi, UAE

Summary

Experienced administrative professional with talents providing administrative support and customer service cum cashier.

Looking to leverage my organizational and customer service skills in an Administrative Assistant role.

Experience

CUSTOMER RELATION EXECUTIVE - 11/2023 to PRESENT
CITY EXCHANGE LLC, ABU DHABI, UAE

- ❖ Maintained detailed records of customer interactions to improve future experiences and identify trends or issues needing attention.
- ❖ Handled complaints, provided appropriate solutions, and alternatives within appropriate timeframes and followed up to achieve resolution.
- ❖ Managed high volumes of cash transactions while maintaining exceptional attention to detail and accuracy.
- ❖ Maintained a high level of professionalism and integrity, demonstrating exceptional ethical standards both in actions and communication with customers and colleagues.
- ❖ Provided accurate information about promotions, customer programs, and products, helping drive high customer retention.

BRANCH OPERATIONS OFFICER - 07/2022 to 07/2023
MINI MUTHOOT NIDHI K LTD, KERALA, INDIA

- ❖ Maintained scheduling for branch to keep shifts appropriately staffed.
- ❖ Reviewed new accounts for required documentation.
- ❖ Maintained friendly and professional customer interactions.
- ❖ Submitted loan applications to underwriter for verification and recommendation.

ADMINISTRATIVE ASSISTANT - 11/2019 to 08/2021
CHALHOUB GROUP, DUBAI, UAE

- ❖ Coordinated communications between various departments to schedule meetings.
- ❖ Answered phones and performed clerical office functions to address queries, concerns and issues, escalating complaints to management.
- ❖ Operated and maintained various office machinery such as printers, fax machines and photocopiers to keep office running smoothly.