



# PREENU MOHANAN S

## CONTACT

Location: Dubai

Phone: +971 565989536

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## LANGUAGES

English: Professional level

Hindi: Beginner level

Malayalam: Mother tongue

## PASSPORT DETAILS

Passport No: B9363855

Expiry: 03-01-2034

Visa Status: Visit Visa

## SKILLS

- Computer skills
- MS Office
- Customer Service
- Employee Scheduling
- Customer Engagement
- Store operations
- Sales Promotions
- Team Leadership

## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals, am an excellent team worker and a keen and very willing to learn and develop new skills. . Seeking for a long-term challenging opportunity for making a significant contribution towards self-growth and growth of the organization by utilizing my knowledge and skills.

## WORK EXPERIENCE

### CUSTOMER SERVICE EXECUTIVE

ESAF Microfinance

Duration: 2 Years

- Increased customer satisfaction by implementing effective sales strategies and providing exceptional customer service.
- Advising customers on their payment options and suggesting methods of payments.
- Negotiating suitable payment plans.
- Maintaining customer payment records.
- Preparing customer financial statements for banks and the state credit department.
- Kept orderly and accurate accounting records by monitoring sales documentation.
- Loan Processing
- Developed new promotional campaigns to attract new customers

### BILLING STAFF

Choice Supermarket

Duration: 1 Years

- Receiving, processing and recording payments from clients or customers.
- Maintaining updated and accurate records of accounts, payments and invoices.
- Resolving billing disputes or errors with clients or vendors
- Handling customer complaints.

## EDUCATIONAL QUALIFICATION

- |      |   |  |
|------|---|--|
| 2021 | • | <b>B A HISTORY DEGREE</b><br>BABY JOHN MEMORIAL GOVT COLLEGE, KOLLAM                         |
| 2015 | • | <b>PLUS TWO HIGHER SECONDARY</b><br>SAMGMRSS VELLAYINI, THIRUVANANTHAPURAM<br>GOVT OF KERALA |
| 2013 | • | <b>SSLC</b><br>GOVT. GIRLS HIGHER SECONDARY SCHOOL, KOLLAM<br>CBSE                           |