

# AMALA KF



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## EDUCATION

**Bachelor of Commerce specialized in Marketing,**  
June 2019 - Apr 2022 - MG University  
Kerala, India

**Board of Higher Secondary Examination,**  
Jun 2017 - Mar 2019  
Kerala, India

## SKILLS

Customer Relationship Management  
Organizational Skill  
Multitasking  
Professional communication  
Problem Solving  
Contract Preparation  
Documentation  
Quotation Preparation  
Administrative Support  
Cross-Department Coordination

## TECHNICAL SKILLS

Ms Excel | Ms Word | Ms Outlook |  
Tally Erp.9 | CRM Software

## LANGUAGES

English | Malayalam | Tamil

## COURSES

**Corporate Office Associate - Avoda Institute of Skill Development**

**Sales Enablement Certification - Hubspot Academy**

## PROFILE

An accomplished Administrative Support professional with demonstrated expertise in managing office functions, coordinating schedules, and handling communications with precision. Adept at maintaining organized work environments and ensuring seamless operational support. Known for a meticulous approach and commitment to enhancing office efficiency. Currently seeking new opportunities to contribute my skills in a dynamic and growth-oriented organization.

## PROFESSIONAL EXPERIENCE

- Sales Coordinator, Mediapro International llc**
- Oct 2023 – Oct 2024 | Dubai, UAE
- Organized and detail-oriented Sales Coordinator with experience in managing sales operations, supporting the sales team, and ensuring seamless communication between clients and internal departments.
- Sales Coordination**
- Managed and streamlined sales activities to align with company objectives.
  - Preparing and delivering accurate sales quotations tailored to client needs.
  - Making reports, preparing proposals and contracts for corporate clients.
  - Organizing site visit for sales executive.
- Client Relations**
- Developing and maintaining client relationships, resolving inquiries and issues.
  - Developed and maintained relationships with key customers and stakeholders.
- Administrative Support**
- Organized and facilitated sales meetings, including scheduling and minute-taking.
- Collaboration and Reporting**
- Utilized CRM software for accurate record-keeping and client interaction tracking.
  - Coordinated with marketing and finance departments to support overall business goals.
- Admission Officer, Santa Monica Study Abroad Pvt Ltd**
- Nov 2022 – Jul 2023 | Ernakulam ,Kerala, India
- Assisted aspiring students in the complex process of studying abroad. Ensured a seamless admissions process, provided valuable guidance, maintained communication with universities and managing student data were integral parts of my responsibilities.
  - Managed all incoming communications, including phone calls and emails, to ensure timely responses.
  - Recorded and documented information accurately to support various administrative functions.
  - Welcomed clients and visitors, providing professional assistance and guidance.
  - Created and maintained databases to track student applications and streamline the admissions process.
- Customer Service Executive, ABC Emporio Kochi**
- May 2022 – Oct 2022 | Ernakulam, India
- As a Customer Service Executive I honed my interpersonal and communication skills.
- Categorizing and addressing customer complaints collaboratively with cross-functional teams.
  - Maintained a high level of customer service standards and provided an exceptional customer experience.
  - Successfully converting leads into sales by effective sales techniques and strategies.
  - Utilised problem-solving skills to identify customer needs and provide them with appropriate solutions.

## DECLARATION

I hereby declare that the above furnished information is true and correct to the best of my knowledge.