

Reem Babu

**Senior
Administrative
Officer**

Villa226

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Valid UAE Visa



Centre Head with experience in managing office functions and providing executive-level support to various departments and clients. Seeking to apply my detail-oriented talents and adaptable personality to fulfill the company's needs. Possess a bachelor's degree in Commerce and am bilingual in English and Hindi.

Experience

Data Entry Encoder/Abu Dhabi Islamic Bank

2024 - Present

- Processed Applications by accurately entering data from handwritten and sourced documents into the FINNONE system
- Ensured all data was entered correctly and consistently following established policies and procedures.
- Reviewed and corrected data rejected by the quality control team maintaining a minimal rejection
- Identified and communicated missing or incomplete information in applications to the respective sales executives to maintain minimal rejection from QC

Customer Service Executive/BLS International, Reem Island-Abu Dhabi

2022-2023

- Handling the complete procedure of passport and visa application as per the standards.
- Answering queries of all the applicants and guiding them on rules and regulations.
- Data entry
- Cash handling and reporting accurately.
- Handling reception and providing tokens based on appointments.
- Giving appointments based on waiting time.
- Guiding applicants based on embassy documentation and procedures.
- Doing documentation based on the rules and regulations of the Indian Embassy.

Medical Customer Service Representative/Amaan Ayurveda Hospital and Panchakarma Centre

2020-2021

- Managed all aspects of patient intake, data entry, and outbound calling.
- Answered incoming calls to assist patients with inquiries
- Resolved patient issues via phone and in person
- Made recommendations according to patient's needs
- Performed various reception duties including booking doctor's Appointments and billing.

Centre Head/Transorze Solutions

2018-2019

- Supervise Staff within one or more departments
- Coordinate, plan, and schedule online and offline training for students
- Worked as Franchisee Coordinator and prepared royalty reports
- Trained and supervised Customer Service Executives and counselors
- Maintain effective inventory control processes which include inspecting and maintaining the quantity and quality of study materials
- Scheduled placement drive for students

Administrative Assistant Cum Receptionist/Transorze Solutions

2017-2018

- Scheduled and coordinated meetings, appointments, and seminars
- Performed a variety of general admin tasks including handling cash and credit payments
- Served as a Customer Care Representative and counselor
- Handling and resolving customer complaints or special orders via mail or phone
- Creates, sorts, and stores digital and paper files of incoming education records
- Provide counseling to prospective students and parents about the academy, admission process, and financial aid

Skills

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- Customer Support
 - Interpersonal and Communication skills
 - Business Development
 - Clerical Skills
 - Training and Coordination
 - Team Leader
 - Problem Solving
 - Client Retention

Education

MBA

Anna Malai University

ACCA

BCom

Vidya Bharathi Institute of Management and Technology.