



Sreeja p v

Customer Care Executive

An experienced and detail-oriented Customer Care Executive and Accountant with six years of comprehensive expertise in customer service, accounting procedures, and cash handling. Skilled in account reconciliation, customer complaint resolution, and product recommendation. A dedicated professional with a positive attitude focused on providing accurate, efficient, and transparent financial services while maintaining high levels of client satisfaction. Thrives in a fast-paced, high-pressure work environment.

Contact

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Address

Abu Dhabi, UAE

Visa Status

Husband Visa

Core Skills

- Customer Care Management
- Accounting Procedures
- Cash Handling
- Account Reconciliation
- Service Recommendations
- Complaint Resolution
- Data Analysis and Reporting

Soft Skills

- Communication
- Adaptability
- Problem-Solving
- Team Collaboration
- Attention to Detail
- Time Management

Technical Skills

- Microsoft Office Suite
- Accounting Software
- Financial Reporting Tools
- Data Analysis Tools
- Computer Operation and Programming Assistance
- Tally ERP 9

Experience

ALFALAH EXCHANGE COMPANY, ABU DHABI

CUSTOMER CARE EXECUTIVE / CASHIER

- **Customer Account Management:** Opened, maintained, and updated customer accounts, ensuring accurate and up-to-date account information. Managed financial records by processing customer adjustments, deposits, and withdrawals in compliance with company policies.
- **Complaint Resolution:** Actively listened to and resolved customer complaints, clarifying the issue and providing the best possible solution to ensure customer satisfaction. Frequently handled sensitive situations involving financial transactions or errors, ensuring swift corrections and maintaining customer trust.
- **Sales and Product Recommendations:** Identified customer needs and recommended suitable products and services. Increased sales by offering tailored solutions based on customer requirements, thus contributing to the overall revenue growth of the company.
- **Financial Transaction Processing:** Handled cash and electronic transactions with precision, ensuring the accuracy of all financial data recorded in the system. Maintained strict adherence to financial policies, ensuring all records and documents were properly filed and updated.
- **Customer Feedback Analysis:** Collected customer feedback through surveys and direct interactions, analyzing the information to propose improvements to service offerings. Prepared reports based on customer data to share with management for strategic decision-making.

AL SHAMSI METAL FURNITURE FACTORY, MUSSAFAH, ABU DHABI

OFFICE SECRETARY

- **Administrative Support:** Managed daily office operations, including scheduling meetings, handling correspondence, and maintaining office supplies. Provided support to management with administrative tasks such as preparing reports, filing documents, and organizing office workflows.
- **Document Control:** Ensured the proper organization and filing of important documents and records. Managed both physical and digital filing systems, maintaining a thorough record of contracts, communications, and transactions.
- **Communication and Coordination:** Coordinated between departments and external suppliers to ensure smooth communication. Arranged travel logistics and accommodations for the senior management team when needed, maintaining the highest level of professionalism.
- **Meeting and Report Preparation:** Assisted in preparing and organizing meetings, taking minutes, and ensuring follow-up actions were communicated to the relevant parties. Prepared internal and external communication reports as requested by senior staff.

FIRST SOURCE SOLUTION LTD (BPO INDUSTRY)

CUSTOMER CARE EXECUTIVE

- **Client Support:** Provided customer support for various products and services, resolving inquiries through phone, email, and live chat.
- **Account Management:** Opened and updated customer accounts, ensuring all information was accurate and secure. Provided customers with real-time updates on their accounts and transactions.
- **Problem Solving and Escalation:** Took ownership of customer complaints, ensuring resolution through problem identification and effective solutions.

Education

- B.Com (Bachelor of Commerce)**
Board of Public Examination,
Govt. of Kerala

Higher Secondary in Commerce

Board of Public Examination,

Govt. of Kerala

SSLC, Kerala
- Airline Management and Airport Ground Handling**

Languages

- English
- Hindi
- Malayalam
- Tamil

Experience

- Product and Service Education:** Educated customers about additional products and services, offering recommendations based on their preferences and needs. This resulted in increased customer retention and satisfaction.
 - Team Collaboration:** Worked closely with colleagues to ensure the customer experience was consistent and high-quality. Collaborated in team meetings to share best practices, providing input for continuous improvement initiatives.
- Highland Hotel and Resorts, Kottarakkara, Kerala, India
Front Office Accounts Assistant
- Cash Management and Accounting:** Responsible for basic front office accounting tasks, including managing cash flow, preparing invoices, and performing daily reconciliation of reservation and cash accounts. Ensured that all transactions were accurately documented.
 - Guest Interaction and Account Updates:** Assisted guests at the front desk, providing information and managing their billing accounts. Updated guest billing details, ensuring accuracy and prompt resolution of any billing disputes.
 - Reporting and Financial Analysis:** Prepared and submitted regular reports on hotel occupancy, reservation status, and financial transactions. Analyzed financial data to provide recommendations for improving cash flow and operational efficiency.
 - Supervising Front Desk Staff:** Managed a team of front desk staff and ensured they were properly trained in handling reservations, guest services, and accounting duties. Monitored their performance and provided feedback to maintain high standards of service.

References

Available on Request