



# JANCY VARGHESE

## SUMMARY

Experienced Customer Service Professional with a strong background in both real estate and e-commerce industries. Skilled in client relations, problem-solving, and supporting sales teams with a focus on delivering excellent customer experiences in fast-paced, detail-oriented environments.



## PROFESSIONAL EXPERIENCE

### Cashier cum Admin Assistant-

#### BRIGHT ENVIRONMENTAL LLC-(Jms Investments Per Person Llc )-Sharjah NOV 2022- MARCH 2024

Managed day-to-day administrative tasks, including handling phone calls, emails, and client inquiries. Processed financial transactions, including cash, checks, and electronic payments, while ensuring accuracy and compliance. Maintained and updated financial records, including receipts, invoices, and payment logs. Assisted in the preparation of property documents, contracts, and lease agreements. Managed office supplies inventory, ordering and restocking as needed. Handled filing and document management for all transactions and property-related paperwork. Ensured timely collection and deposit of rental payments and commissions. Maintained confidentiality of financial and client information in accordance with company policies.

### Cashier Retail –

#### MAJID AL-FUTTAIM-CARREFOUR, JUNE 2019 – NOV 2021

Processed cash, credit, and debit transactions accurately at the point of sale (POS). Greeted customers and provided prompt, friendly service, answering inquiries and offering assistance. Maintained register accuracy by balancing the cash drawer at the beginning and end of each shift. Scanned items, applied discounts, and ensured correct pricing during checkout. Handled returns, exchanges, and refunds in accordance with company policies. Promoted store sales, specials, and loyalty programs to customers. Restocked shelves and ensured the store was organized and visually appealing. Resolved customer complaints quickly and effectively, ensuring satisfaction. Worked collaboratively with team members to meet daily sales goals and store objectives.

### Front Office /Admin - INDIA

#### CYBERTECH INSTITUTE, 2014- 2017

Communicate clearly and effectively with students, parents, and staff to provide information and resolve concerns. Respond to student inquiries via phone, email, and in-person regarding enrollment, course schedules, and academic policies. Assist students with navigating the institution's online portal for registration, class materials, and grades. Address and resolve complaints and issues promptly, escalating to appropriate departments when necessary. Follow up with students and staff to ensure resolution and satisfaction. Keep accurate records of student interactions and transactions in the customer service database.

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Dubai. U.A.E



## EDUCATION&CERTIFICATES

### EDUCATION

HOSPITALITY MANAGMENT  
DIPLOMA IN HOTEL MANAGMENT  
12TH GRADE –COMMERCE

### CERTIFICATES

CERTIFICATE IN CX INCUMBENT

(Majid Al futtaim)

MCST (India Options)

OFFICE AUTOMATION

(St. Anglos. Mumbai)

DCA (Eden Institute)

### AWARDS & ACHIEVEMENTS

Top Customer Service Agent – April  
2020

Awarded for exceptional performance, outstanding customer service, and consistently exceeding quality standards.



## STRENGTH AND SKILLS

- ✓ Communication Skills.
- ✓ Problem-Solving
- ✓ Empathy & Patience
- ✓ Active Listening
- ✓ Product Knowledge
- ✓ Time Management.
- ✓ Conflict Resolution
- ✓ Attention to Detail
- ✓ CRM & Software

## SOFTWARE

MS WORD  
MS Excel  
POWERPOINT  
MAGISTOR  
SQL/.Net language  
CRM  
OUTLOOK AND EMAIL

## LANGUAGES

English-Advanced  
Hindi-Advanced  
Malayalam-Native

## Hospitality Team Leader -

**CROWN -MELBOURNE-(ASH).  
2008- 2013**

**MELBORUNE,AUSTRALIA**

Supervise, train, and motivate a team of hospitality staff to deliver excellent customer service.  
Schedule shifts, assign tasks, and manage workloads to ensure smooth operations.  
Conduct regular performance evaluations and provide constructive feedback  
Greet and welcome guests, ensuring a positive first impression.  
Address guest inquiries, requests, and complaints promptly and professionally.  
Maintain a high level of guest satisfaction by anticipating needs and exceeding expectations.  
Oversee daily operations of the front desk, housekeeping, and food and beverage services.  
Ensure all areas are clean, well-maintained, and fully stocked with necessary supplies.  
Monitor and manage budgets, expenses, and inventory levels.  
Implement and enforce standard operating procedures (SOPs) to maintain service quality.  
Conduct regular inspections and audits to ensure compliance with health and safety regulations

## TRAINING

Takeoff Technology (U.S)  
(MFC-ECOMMERCE)

## PERSONAL DETAILS

Passport: Indian  
Visa: Visit Visa  
Visa Expiry:July 2025

## MY PASSIONS

