

SHILPA K V

Customer Service/Admin Assistant

Dedicated multitasking professional with more than 3 years experience in banking customer service and admin-operations role sector. Excellence in handling customer interactions, resolving issues, and providing exceptional administrative support. Adept at managing office operations, improving service quality, and maintaining strong client relationships. Proven ability to multitask in fast-paced environments with attention to detail and strong communication skills.



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Tourist Club Area, Abu Dhabi, United Arab Emirates

16. January 1998

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WORK EXPERIENCE

Customer Service Agent

PACT Employment Services-DSA-ENBD

10/2024 - Present

Abudhabi

Achievements/Tasks

- To build and maintain effective business relationship with customers and update Handled customer inquiries via phone, email, and chat, achieving a 95% satisfaction rate
- To adhere code of conduct & ethics while performing required duties especially while doing the Authentications of KYC documents.
- Following proper banking guidelines as per ENBD policy and compliance.
- To ensure the submitted customer applications and documentations are complete and error free.

Customer Service Agent

PACT Employment Services-DSA-ADCB

10/2022 - 10/2024

UAE

Achievements/Tasks

- Meeting with clients virtually or during sales visits
- Scheduling appointments With CM& giving proper banking services to them.
- Proper product knowledge with team commitment sheet to achieve personal loan target.
- Accurate lead assignment and good follow-up to have always helped to maintain a good relationship with the customer, which has led to an increase in inbound sales.

Admin Assistant

Ignite travel solutions

2021 - 2022

Kerala, India

Palakunnu

Achievements/Tasks

- Maintaining solid customer relationships by handling questions and concern with speed and professionalism.
- Communicate with customers if data is missing or posted scheduled changes.
- Maintained office supplies, organized files, and assisted in Tour plan coordination.

EDUCATION

Master of Business Administration

Central University of Kerala

06/2019 - 06/2021

kerala, india

Bachelor of Commerce (Finance)

Peoples Cooperative Arts and Science College, Munnad.

2016 - 2019

SKILLS

Customer Relationship Management

Conflict Resolution

Office Administration

Data Entry & Record Keeping

Call Center Operations

Time Management

Positive attitude

Multi tasking

Team Collaboration

COMPUTER KNOWLEDGE

Microsoft Office Suite (Word, Excel, Outlook)

MS-Power point and CRM Software

CERTIFICATION

NAPTEL Online Certification in the course Consumer Behaviour..

Certificate of achivement-in appreciation for outstanding performance as the best sales banking executive in personal loan-2023 (Q3 & Q4)

PERSONAL DETAILS

Nationality - Indian

Marital status - Married.

Visa Status - Residence Visa

LANGUAGES

English

Full Professional Proficiency

Tamil

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

DECLARATION

I hereby declare that all the above facts are true to best of my knowledge.