

JAMINI DEENA VARUGHESE

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Professional Summary

Dedicated and adaptable professional with 6+ years of experience across customer service, executive support, administrative coordination, and data analytics. Proven ability to manage high-pressure environments, handle large customer volumes, support operational workflows, and deliver data-driven insights. Recognized for consistently exceeding performance targets, mentoring new team members, and streamlining administrative tasks. Recently upskilled in Data Science and proficient in tools like Python, Power BI, Excel, and MySQL. Now seeking to contribute analytical thinking, operational efficiency, and service excellence to a dynamic organization.

Professional Experience

Customer Experience Specialist- Amazon – Coimbatore

2022 – 2025

- Selected as part of the pilot batch for Amazon's new Virtual Assistant Department, leading the successful implementation of remote customer support operations in Coimbatore.
- Handled an average of 600+ calls per week, with peaks reaching 1,000+ calls, across diverse regions including North America, Canada, Australia, and India.
- Worked night shifts predominantly, demonstrating flexibility and commitment to meeting global support demands.
- Actively tested and provided live feedback on evolving support systems during customer interactions, reporting issues and improvement suggestions directly to managers.
- Served as a Subject Matter Expert (SME), training and mentoring new hires for over 6 months, ensuring seamless onboarding and adherence to quality standards.
- Transitioned from retail support to handling account changes, heavy & bulky services, and complex customer issues, showcasing adaptability and problem-solving skills.
- Consistently maintained a performance rating (RAP) of 98%, reflecting outstanding service quality and customer satisfaction.
- Recognized and rewarded multiple times as a top performer for excellence in service quality, call handling, and contribution to team success.

Executive Secretary & Departmental Coordinator - UAE Exchange Centre – UAE

2018 – 2020

- Promoted internally for outstanding performance from cashier/teller to serve as Executive Secretary to the Vice President of Business Development.
- Coordinated calendars, meetings, and international VCs across time zones (US, Australia, Canada, Africa, India).
- Managed travel arrangements, visa processing, and department-level administrative operations.
- Acted as a document controller and liaison between business leadership and HR for hiring, onboarding, and offboarding.
- Organized corporate events and business development meetings involving internal and external stakeholders.
- Maintained confidential correspondence, prepared reports, and supported leadership with sales target summaries for performance evaluation.
- Played a key role in streamlining department operations, contributing to high-functioning leadership support.

Cashier & Teller - UAE Exchange Centre – UAE

2016 – 2018

- Processed 800+ transactions daily, exceeding 1,000 during peak times, ensuring accuracy, speed, and compliance.
- Recognized multiple times as an "All-Rounder" for excellence in cross-selling, customer service, and high transaction volumes.
- Handled foreign currency exchange – buying, selling, rate setting – and ensured AML (Anti-Money Laundering) and PIP (Politically Influenced Persons) checks were performed.
- Managed corporate client transactions, bill payments, and remittance services (e.g., sending money to India).

- Trained on new system implementation and was assigned to multiple branches to train staff post-certification.
 - Assisted corporate clients in onboarding and setting up their WPS (Wage Protection System) accounts, ensuring compliance with regulatory requirements and accurate data entry.
 - Served as a problem-solver for customer issues and transactional discrepancies, maintaining high customer satisfaction.
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Education

MBA – International Business

Buckinghamshire New University (UK)

Completed: 2019

Bachelor of Commerce – Travel & Tourism & Investment Management

Mahatma Gandhi University – India

Completed: 2015

Skill-Building Internships

Data Analyst Intern

Deloitte | Remote | Jun 2025 – Jul 2025

- Conducted exploratory data analysis and prepared insightful reports to support business decision-making.
- Developed dashboards using Power BI and Excel to visualize key performance indicators.
- Assisted in cleaning and transforming large datasets using Python and Excel for accurate analysis.

Data Scientist Intern

Cognifys Technologies | Remote | May 2025 – Jun 2025

- Extracted, processed, and analyzed data using Python and Excel to support client projects.
 - Automated data reporting workflows to improve efficiency and accuracy.
 - Collaborated with teams to understand project requirements and deliver actionable insights.
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Certifications

- Data Science and Machine Learning – Illinois School
Python, Power BI, MySQL, AI, Machine Learning, Excel
 - Business Analytics Fundamentals – LinkedIn Learning
 - Tableau Beginner – Simplilearn
 - Executive Secretary – Vision Institute, Ajman
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Skills

Python | MySQL | Power BI | Tableau | Excel (PivotTables, VLOOKUP) | Data Analysis | Data Visualization | Customer Service | Communication | Time Management | Problem Solving | MS Office

Additional Information

Visa Status: Visit Visa (Valid until September)

Driving License: Valid UAE Driving License

Nationality: Indian