



ANJU AKHIL

Dedicated and results-oriented professional with over 5 years of experience in customer service, administrative support, sales coordination, and reception management. Proficient in handling customer inquiries, administrative tasks, and providing excellent service while maintaining a high level of organization and professionalism. Adept at streamlining processes, improving customer satisfaction, and supporting sales teams

to achieve targets. A strong communicator with the ability to collaborate effectively with diverse teams, while ensuring smooth operations in fast-paced environments. Seeking to leverage experience and skills in a dynamic role.



WORK EXPERIENCE

Reception cum Customer Services

Al Natra IT Services, Dubai

2 years

- Customer Engagement: Delivered exceptional customer service by addressing inquiries, providing relevant information, and ensuring satisfaction.
- Appointment Scheduling: Managed appointments and ensured that schedules were aligned with customer needs and business requirements.
- Administrative Support: Assisted with daily administrative tasks, such as maintaining records, organizing files, and managing office supplies.
- Call Handling: Answered and directed incoming calls, ensuring proper communication and efficient service delivery.
- CRM Management: Utilized CRM software to track customer interactions, ensuring prompt follow-ups and improved service.
- Document Preparation: Prepared and organized documents for meetings and customer correspondence, ensuring accuracy.
- Team Collaboration: Worked closely with various departments to facilitate smooth operations and address customer needs.
- Problem Resolution: Handled customer complaints and escalations, providing effective solutions and maintaining high levels of satisfaction.

Admin cum Sales Coordinator

Rio Tio Technical Services

1 year

- Sales Support: Provided administrative support to the sales team, assisting with lead generation, proposals, and contracts.
- CRM Software Utilization: Managed customer relationships through CRM systems, ensuring accurate data entry and follow-ups.
- Order Processing: Coordinated with the sales team to ensure timely processing and delivery of orders.
- Document Management: Organized and maintained sales-related documents, ensuring easy access and compliance.
- Client Communication: Acted as a liaison between clients and the sales team, ensuring clear and effective communication.
- Sales Reporting: Prepared regular sales reports, analyzing data to support sales strategies and performance tracking.
- Event Coordination: Assisted in organizing client meetings and events, ensuring smooth logistics and successful outcomes.
- Inventory Management: Assisted in tracking sales inventory and ensuring stock levels met business requirements.

Customer Services cum Call Center Executive

1 year

- Call Center Operations: Managed inbound and outbound calls, providing high-quality service and resolving customer queries.
- Technical Support: Offered support on technical issues, guiding customers through trouble shooting steps.
- Data Entry: Accurately entered customer information into the database for tracking and follow-up purposes.
- Customer Feedback: Collected and processed customer feedback to improve service quality.
- Problem-Solving: Addressed customer concerns by identifying issues and providing timely solutions.
- CRM Data Management: Updated and maintained customer records in the CRM system.
- Service Escalation: Escalated unresolved issues to senior management for timely resolution.
- Performance Tracking: Monitored call metrics to ensure service quality standards were met consistently.



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Al Nad, Al Qasimia, Sharjah



SKILLS

- Customer Service
- Sales Coordination
- Reception Management
- Administrative Support
- CRM Software
- Microsoft Office Suite
- Time Management
- Communication Skills
- Multitasking
- Problem Solving
- Attention to Detail
- Conflict Resolution
- Data Entry
- Client Relations
- Appointment Scheduling
- Team Collaboration
- Document Management
- Phone Etiquette
- Event Coordination
- Reporting & Analytics



COMPUTER SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
- CRM Software
- Contact Management Systems



EDUCATION

- B.Tech – Electronics and Instrumentation



PERSONAL DETAILS

Date of Birth: 04-12-1989

Marital Status: Married

Religion: Hindu

Nationality: Indian

Languages Known: English, Hindi, Tamil