



# Aswini Prakasan

## Administrative & Customer Service Executive

A dedicated and reliable professional poised to excel in the role of Administrative & Customer Service Executive, bringing forth a valuable blend of experience in operation coordination and business development. My eagerness to leverage my robust skill set, including strong problem-solving capabilities and meticulous attention to detail, makes me an ideal candidate for a dynamic, fast-paced, and deadline-oriented workplace. I am committed to utilizing my expertise to actively contribute to the achievement of organizational goals and drive success,

## Contact

### Phone

+971566405709

### Email

31aswini@gmail.com

### Address

Al Nahda 2, Dubai

### Visa Status

Residence - Spouse Visa

## Education

2019-2021

### MBA - Marketing & HR

Vimal Jyothi Institute of Management & Research

2016-2019

**Bachelor of Business Administration**  
Mahatma Gandhi College

## Technical Skills

- Centra Hub - CRM
- MS Office Suite
- Clerical Skills
- Administrative Support
- Recruiting
- Document Management
- Customer Service
- Conflict Resolution

## Experience

### Mar 2023 - Sep 2024

Zoondia Softwares | Dubai

### Administrative & Customer Service Executive

- Compiled and dispatched weekly branch performance reports to Operations, Sales and Finance Managers, ensuring timely insights into operational metrics.
- Facilitating cross-channel feedback from customers and employees to management and executive teams
- Worked with operations and sales manager to learn departmental needs and goals.
- Coordinated scheduling for meetings, interviews, and maintaining an organized team agenda.
- Executed cold emailing and cold calling strategies to enhance brand awareness and drive sales initiatives.
- Represented the company at industry events and exhibitions, actively engaging in networking to bolster brand presence.
- Expertise in drafting and managing quotations, coupled with efficient processing of purchase orders.
- Observing, reviewing and analyzing processes to identify inefficiencies and areas where improvements could be made
- Skilled in proactive cold-calling and email outreach, fostering robust client relationships.
- Strategic in identifying and targeting potential clients through market research, coupled with compelling pitch delivery and lead generation.
- Identifying and resolving any problems in the production process
- Collaborative team player, offering vital support to the sales team and aiding in the conversion of prospects into sales.
- Dedicated to understanding and meeting customer needs, delivering tailored services for optimal client satisfaction and loyalty.

## Skills

- Communication
- Interpersonal Skills
- Leadership
- Negotitation
- Leadership & Team Building
- Team Management
- Time Management
- Coordination Skill
- Sales Support
- Multitasking

## Language

- English
- Hindi
- Malayalam
- Tamil

Jan 2023 - Feb 2023

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### HR Coordination Intern

- Efficiently categorized resumes to align with client company specifications.
- Managed candidate communications, detailing application processes for optimal clarity.
- Delivered exceptional service to both candidates and corporate clients, including conducting interviews.
- Analyzed organizational challenges, formulated strategic remedies, and monitored outcomes for effectiveness.
- Assessed and highlighted individual candidate strengths to facilitate optimal job matching.