

DARSHANA KALE



INTRODUCTION

Excellent organizational and administration skills, with experience in dealing with customers and high-level workloads within strict deadlines.

CONTACT

Production City (IMPZ), Dubai,
UAE



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EDUCATION

P.G.D.C.A.

Nagpur University, Nagpur, India

Bachelor of Commerce

Nagpur University, Nagpur, India

SKILLS

Problem Solving	●●●●●
Quick Learner	●●●●●
Management	●●●●●
Computer Literacy	●●●●●
Organized	●●●●●
Decision Making	●●●●●

CAREER PROGRESSION

October 2020 – Present

CONSULATE GENERAL OF INDIA, DUBAI

Role: Customer Service Cum Call Center Representative

Responsibilities:

- Acting as first point of contact for Embassy visitors requiring consular services
- Obtains caller information by answering telephone calls.
- Informs caller by explaining procedures, answering questions, providing information.
- Communicating with the callers in a polite and helpful manner over the phone.
- Constantly updating self on the updates set by Embassy of India / Consulate General of India
- Interacting with Indian Citizens in need of assistance.
- Communicate and consult with the concern departments and authorities on labour, house maid, marital disputes etc. matters
- Arranging legal, financial and psychological counselling for Indian Citizens (if requested)
- Excellent communication in English and Hindi

November 2016 – December 2019

SINGING BIRDS NURSERY, DUBAI

Role: Administrator

Responsibilities:

- Assist in ensuring that all enquiries are dealt with in a comprehensive manner – giving correct information and follow up, as needed
- Undertake reception and telephone duties as required in a helpful and supportive manner with members of the public.
- Arranging Nursery Tour for new enquires. Following up on email and telephone enquiries
- Ensure that staff and children's files are maintained and kept in accordance with MOE and labour requirements
- Proficient with Word, Excel and Internet Usage
- Familiarity with 10-key and alphanumeric typing (50WPM)
- Ability to work independently and demonstrate accuracy with particular attention to detail.
- Support the Nursery Manager with administrative support
- To keep up to date on all current childcare issues.
- Welcome parents, children and visitors.
- Maintain accurate and up to date personnel records for all employees within the nursery. Preparing necessary paperwork for employment visas, labour cards and Occupation Health Cards.
- Maintaining staff attendance record. Preparing salary transfer WPS for staff.
- Manage own time to complete tasks effectively and prioritising workload
- Assisting with the invoicing and receipt process for all Nursery activities and the management of Petty Cash

LANGUAGES

English	● ● ● ● ●
Hindi	● ● ● ● ●
Marathi	● ● ● ● ●

ADDITIONAL INFORMATION

Date of Birth: 28th January

Driving License: Yes

Nationality: Indian

November 2014 – October 2016

SABARI INDIAN SCHOOL, DUBAI

Role: Front Office Executive

Responsibilities:

- Answers phone calls in a pleasant, informed manner for the purpose of providing information and creating a good image of the school;
- Manages telephone message system (office hours, inclement weather and other recorded messages).
- Greets all incoming students, families and guests respectfully and professionally.
- Assists in all aspects of maintaining a professional front office, including but not limited to, fielding and directing incoming phone calls to the appropriate staff member in a timely, professional manner, filing and copying and faxing of sensitive information.
- Develops a positive, welcoming and caring climate in the Front Office.
- Effectively perform all other duties as assigned by Principal.
- Arrives punctually, be prepared for each school day, and maintains regular attendance.
- Assists students and others with routine problems and will refer non-routine items to a supervisor.
- Works with courtesy, tact, and diplomacy in dealing with others, and the ability to work cooperatively as part of a team.
- May be assigned to work in Guidance, Student Services, Curriculum, or the general office.

March 2014 – August 2014

VFS GLOBAL, DUBAI

Role: Submission Officer

Responsibilities:

- Manage day-to-day activities of the Visa Application Center;
- Entering applicant's data into Embassy's website.
- Document scrutiny & collection for visa processing;
- Handling customer/applicant queries personally or via email, telephone;
- Ensuring all administration & logistics of passport delivery to consulate / applicant /Logistics Company etc;
- Maintain & record all application data;
- Handling of cash & bank related transactions if assigned.

October 2008 – May 2011

Empost, DUBAI

Role: Passport and Visa Officer in Indian Visa Services Center
Responsibilities:

- Answer enquiries (by phone, email and from the public) of Indian Travel documents including queries with regard to lost or stolen Indian passports.
- Providing general information on applying for Indian passport and specific information on particular cases to the applicant.
- Maintain Money and receipts of passport fees.
- Process Indian Passport applications and reviewing application for completeness verifying the data from the passports and application has been correctly entered into computer data base. Including preparing applications, conducting interviews, and processing emergency passports
- Ensure that all correspondence is considered and reports or replies prepared within targets, in clear and concise language.
- Assisting customers to complete the Indian Passport renew forms.
- Advising customers about required supporting documentation.
- Assess process and issue Indian visas to clients who are third country nationals. Contribute to and work as an enthusiastic and productive member of the Immigration team within the Indian Consulate-General.
- Assess and resolve visa applications within agreed benchmarks. Analyse information and reach a decision quickly justify this decision both orally and in writing. Interview applicants as required.
- Maintain Money and receipts of Visa fees.
- Deal professionally with all callers, whether on telephone or in person, to the Passport and Visa Section, ensuring that people are treated fairly and responding sensitively to differences.
- • Handling complaints, referring them to a supervisor if necessary