



SMITHA BINU

CONTACT

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A motivated professional seeking a position in a challenging environment with over **10 years' experience** successfully providing support to the service department. Proficient in a range of computer applications. Well-developed communication and customer service skills. An experience in Customer Relation, Admin & Service coordinator with proven Gulf work exposure and career record of excellent performance.

Now Looking for a new and challenging position, one that will make the best use of my abilities and knowledge and further my career and professional development.

Professional History

Al Futtaim Honda - Customer Service Officer / Service Co-Ordinator

(December 2010 – September 2020)

- Provide excellent customer service as per company policy and procedures
- Team spirit, customer-orientation, analytical thinking and positive attitude at work
- Data extraction from different tools/systems (SAP) and their consolidation accordingly
- Preparing Weekly Vehicle Booking Report
- Preparing Customer Appointment realization report both weekly & monthly
- Consolidating customer data booked and turned over for each service advisor .
- MIS preparation for service centre.
- Opening job cards in SAP IS Auto
- Creating Performa invoice in SAP
- WIP achievement - WIP to be less at the end of each week monitored through weekly WIP report
- Submitting PR in ARIBA, ordering /maintaining track of the received items .
- Assisting in arranging Recovery service
- Document Filing - Filing documents electronically in shared folder and hard copies. Share the required and requested documents to the team as per their requirements.
- CSV Score Achievement - Achieve CSV Score of 4.6 & NPS of 60 monitored via daily responses report.
- Promote the product services facilities to increase repeat business.

- Manage consistent sales growth and profitability.
- Perform aftersales follow ups and develop strong relations.
- Resolving customer queries promptly, within company guidelines, before escalating to higher level if necessary
- Attend to customer needs, understand their requirements so that maximum number of enquiries are handled quickly and forwarded on responsibly
- Handle all incoming telephone communications and emails and forwarding to relevant team members, subject to availability.
- Maintain an up to date knowledge of personnel and procedures
- Offer support to fellow team members where necessary

Cochin Media School - Admin Assistant (Oct 2009 – Feb 2010)

- Handling all the academic works such as appointing Faculties
- Arranging classes of experts
- Preparing the Reports , Notices, Circulars, Filing and documentation.
- Assisting the Manager in administration works such as conducting meetings, preparing meeting minutes.

Overseas AST - Secretary (June 2005– August 2006)

- Preparation of material, manpower and plant cost.
- Preparation of cost summary of project and comparison with budget Preparation of delivery notes, liaising with the stores for prompt & effective deliveries.
- Handling transaction, quotation, requisition, purchase order, challan (material inward purchase) outward (material given for consumption and material returned to supplier).
- Data entry of Purchase, Sales, Labor time sheet, Maintain Leave Records of Office Staff and Labors.

Carmel Central School Shoranur - Teacher (2003-2005)

- Subjects Handled: Physics, Chemistry, Computer Science

ACE Computers Software Training Centre **Computer Instructor** (2002-2003)

- Subjects Handled: Basics of Computers, C, C++

Education / Technical Qualification

- B. ED (Physical Science) - University of Calicut-2006-2008
- B.Sc. (Physics)- University of Calicut- 1997 -2000
- PGDCA from Kerala State Board of Technical Education (2000-2002).
- SAP & ARIBA
- ASP.NET, C#.NET, SQL Server 2000 (Hospital Infrastructure System) (2 months)
- Undergone inhouse training for SAP & Honda H-Smart Training

Skills

- MS Office, Outlook , MS Word, MS Excel, MS Power Poi
- Order processing
- Database management

Core Competencies

- organizational and planning skills
- communication skills
- customer service orientation
- attention to detail
- information management
- problem solving
- reliability
- decision making

Personal Details:

- Date of Birth: 04-06-1979
- Nationality: Indian
- Visa Status: Husband Sponsorship
- Marital Status: Married

Declaration:

I certify the information given above is true, complete and correct to best of my knowledge and belief.

Date:

Place: Dubai