

# Smitha Prashob

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## PERSONAL SUMMARY

9 Plus years of Extensive Experience with Multinational Organizations comprising of Customer Service, Quality Control, Banking and Shipping. A goal-directed, result-oriented professional with a strong academic background. Self-motivated with high energy, initiative and focus. Keen insight into the needs and views of others. Professional, personable and articulate in presentation.

## WORK EXPERIENCE

### Maersk Line-Dubai,UAE

Imports Customer Coordinator  
January 2012 - June 2012



### Barclays Bank PLC-Dubai,UAE

Customer Service Officer  
February 2010 - August 2011



### Intelenet Global Services-Chennai,India

Customer Service Representative/Quality Analyst  
March 2007-August 2009



### Ajuba Solutions India Pvt Ltd-Chennai,India

Customer Service Representative/Senior Accounts  
Receivable Executive  
May 2003-March 2007



## EDUCATION

### Symbiosis Centre for Distance Learning- Pune,India

PG Diploma in Business Administration(HR) 2003-2005

### University of Madras-Hindu College-Chennai,India

Bachelor of Commerce 2000-2003

## EXPERIENCE SUMMARY

### Maersk Line-Dubai,UAE

Imports Customer Coordinator  
January 2012 - June 2012

#### Key Job Responsibilities:

- To coordinate and manage all movements of shipments coming in and out of Dubai, both domestic and international
- Handling telephone calls - both consignment queries and requests for information
- Facilitate and expedite communication between clients, suppliers, and our project control center in the region to minimize delays
- Monitor delivery schedules and coordinate with warehouse and Sea freight departments to ensure on-time delivery
- Monitor daily reports to ensure timelines are intact
- Maintain and File Import Documents and related paperwork
- Work closely with Suppliers, Forwarding Agents & Carriers to ensure timely shipping, US Customs clearance and final delivery
- Coordinate and execute all domestic/International import

## CUSTOMER SERVICE SKILLS

Effective Communication

Conflict Resolution

Decision-Making

Adaptability

Interpersonal

Time Management

Empathy

Multiple Languages

Tenacity

Resilience

Team Player

## AWARDS

Awards from

Management/Service Quality

Team for excellent customer

service & exceeding customer

expectations

Certificate of Appreciation for

Special

Recognition/Outstanding

Contribution

## LANGUAGES

English, Hindi, Malayalam,  
Tamil

shipments bookings; works closely with all vendors and ensures that shipments are handled as per the clients requirements

- Additional duties assigned by department manager, as required by business needs

## **Barclays Bank PLC-Dubai,UAE**

Customer Service Officer

February 2010 - August 2011

### **Key Job Responsibilities:**

- Handling customer queries related to accounts, credit cards, business loans, salary transfer loans, mortgages and general inquiries.
- Maintaining Systematic Documentation of each enquiry.
- Cross selling various products of the bank like Balance Transfers, Cash on Call
- Generating leads for the bank and routing it to the respective channels.
- Resolving 1st level customer complaints and resolving with First Time Resolution (FTR).
- Maintaining and monitoring new updates related to banking sector.
- Meeting monthly productivity targets while maintaining a good quality score.
- Proactively identifying and escalating issues and improving existing follow-up process. Assisting Team Leader in day to day activities of the team and the department.
- Receiving and consolidating various kinds of service requests received from customers via call centre executives and sending it to specified channels accordingly

## **Intelnet Global Services-Chennai,India**

Customer Service Representative/Quality Analyst

March 2007-August 2009

### **Key Job Responsibilities:**

- Monitoring/Auditing Inbound and Outbound calls of the call centre agents.
- Providing positive and constructive feedback to agents for Service Improvement.
- Achieving and maintaining a positive customer experience.
- Preparing Objective Action Plan for the bottom quartile agents.
- Call Calibration with UK Quality Analysts.
- Conducting huddles on a regular basis. Conducting On Job Training/Soft-Live for the new hire.
- Develop Strategies and Operation Plans to achieve the set Client Targets.
- To perform job functions as required by the Head of Operations.

## **Ajuba Solutions India Pvt Ltd-Chennai,India**

Customer Service Representative/Senior Accounts Receivable Executive

May 2003-March 2007

### **Key Job Responsibilities:**

- Outbound calls to Medical Insurance Companies/Legal and federal representatives towards speedy resolution of Medical claims.
- Attending inbound calls of Medical Insurance companies and patients towards queries and giving correct timely feedback.
- Maintaining Systematic Documentation of each Medical Claim/Case.
- Maintaining and monitoring new updates related to US Healthcare System.
- Meeting daily productivity targets while maintaining a good quality score.
- Proactively identifying and escalating issues and improving existing follow-up process.

## **TRAINING**

Customer Service-Treat Customers Fairly /Communication/ Problem Solving

Premier Relationship Banking

Financial Crimes & Enforcement Under Anti Money Laundering Law

## **TECHNICAL SKILLS**

Proficient with MS Office

## **REFERENCES**

Available on request