

MALISHA PINTO

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PROFESSIONAL EXPERIENCE

- ❖ ADMINISTRATION
- ❖ BUSINESS/ SALES & MARKETING COORDINATOR
- ❖ OFFICE MANAGEMENT
- ❖ CUSTOMER SUPPORT EXECUTIVE

WORK EXPERIENCES

➤ **HERIOT-WATT UNIVERSITY: - JULY 2019 TO PRESENT: -ACADEMIC ADMINISTRATOR OFFICER.**

- To provides and coordinate with various academic and non-teaching departments on all student's records as per requirements.
- Provide senior-level administrative support to the directors through the facilitation of communication on their behalf.
- To deal with queries, concerns, received from the students via emails, calls or in person.
- Liaise with internal administration and assist the department on various query via emails or calls.
- To file and maintain important, confidential documents and correspondences received and retrieve the same when required.
- To seeks advice on the resolutions with the Director of Studies on complex scenarios.
- To coordinate all logistics and attend the Boards Meetings to prepare and summarize also provide general assistance during presentations.
- To manage and update an academic life cycle of all the students.
- To administer and coordinate Examinations are conducted under University Rules and Regulations.
- To respond to all emails and action them accordingly with clear, effective means of communication with all the staff, departments, and students via Email, calls and in person.
- Processing of all forms of request received with careful scrutinization and approvals.
- To maintain the confidentiality of the records and communicate in professional manner with all.

➤ **REACTIVE NETWORKS FZ LLC: - JANUARY 2017 TO JUNE 2019: -BUSINESS DEVELOPMENT & EVENT COORDINATOR**

- Communicate Telephonic via An Email, Face to Face with prospective customers & discussing their requirements in the Events & Exhibitions
- Liaise with Associations, Organizers, Trade Bodies and Logistics team to ensure day to day processes are met & deliverables are made in timely & cost-effective manner as per briefs.
- Continuously monitoring & ensuring smooth functioning & Implementation of the work.
- Develop & maintain long-term working relationships with current & prospects customers, understanding their business and marketing needs.
- Gather content from concerned Clients both internal & external to ensure digital platforms are updated in a timely manner.
- Liaise with Clients, Management along with the sources in an extremely efficient way to deliver a seamless customer service.

- Follow Event Calendar & Manage all pre- work, planning and organizing the day to ensure all opportunities are maximized in a timely manner.
- Nurture & Gain new customers' accounts through efficient networking, negotiations of deals in order to build business opportunities, achieve targets in line with business objectives.
- To Develop and Manage the prospect database.
- Provide support & work closely with the Marketing Manager in executing the marketing plans, initiatives and identifying new opportunities to ensure timely execution.
- Update and maintain accurate data in the preparation of reports and presentations.

➤ **ZAHID INTERNATIONAL EXPORT, TRAVEL & OVERSEAS RECRUITMENT CONSULTANCY: -JUNE 2014 – AUGUST 2016: OFFICE MANAGER & ADMINISTRATOR.**

- Coordinate scheduling internal and external meetings, in effect with calendar management.
- Organize travel plan, itinerary, and travel expense claims, assist the management team with a travel plan and the necessary approvals
- Manage communication between the upper management and employees, liaising with internal and external executives on various projects and tasks
- Manage complex office administrative work requiring the use of independent judgment and initiative
- Petty Cash Management and Invoicing
- Perform HR Admin duties such as – employee visas, onboarding, and health insurance, leave management, lease car management, and other tasks assigned by the Director.
- Dealing and Managing with Business Correspondences, Corporate Documents via Calls Fax & Emails.
- Coordinating with the Administration team, Mail Managements, Data Maintenance.
- Reviewing and Approving supply requisitions.
- Organizing Meetings, Events Conferences and managing databases.

➤ **TECH MAHINDRA BUSINESS SOLUTIONS LTD: - JULY 2007 – MARCH 2014: SENIOR CUSTOMER EXECUTIVE.**

- Liaise with the customer on the outstanding Dues for consumer & business accounts.
- Analyze the account before contacting the customer to pre-determine a possible outcome.
- Identified & provide input on unique & recurring customer's problems.
- Handled with due diligence the angry callers, locate resources for problem resolution & design the best-option solutions with negotiation.
- Managed, Assisted & responded to customer's query via online or Live Chat
- Handled Customer queries, Point of sale issues, complaints, billing query, payment extension & services request.
- An offered solution to the customer with disputes, ensured resolutions & maintain good healthy customer relations & retained the customer.
- Used Skip-Trace to contact the Customer.
- Worked within a deadline-driven & high influx calls environment, exceeding the sales & collection target established by management
- Developed high competency in teamwork with negotiation, problem-solving, probing & communication.
- Handled the team & provided training to the new members in the process.

➤ **EPICENTER TECHNOLOGIES PVT LTD: -MARCH 2003 - JUNE 2007: AS SENIOR CUSTOMER SERVICE EXECUTIVE.**

- Out called the customer regarding the outstanding Credit card Dues.
- Provided an unmatched customer service experience & one-call resolution.
- Speedy resolution & recovery of debts by utilizing all available channels.
- Managing large amounts of inbound and outbound calls in a timely manner
- Following call center "scripts" when handling different topics.
- Identifying customers' needs, clarify information, research every issue, and providing solutions.
- Seize opportunities to upsell products when they arise.

- Build sustainable relationships and engage customers by taking the extra mile.
- Assisted the team leader with reports & mentor new associates.
- Keep records of all conversations in our call center database in a comprehensible way.
- Meet personal/team qualitative and quantitative targets.

➤ **MAGNUS CUSTOMER DIALOGUE: - OCTOBER 2002-MARCH 2003: AS CUSTOMER CARE EXECUTIVE.**

- Calling the customers & fixing an appointment with the field executive for Sales related.
- Co-coordinating with field executive to schedule meets with the customer within the stipulated time & date desired by the customer.
- Calling the customers for feedback & other discounts.
- Handling over the details to the concerned manager for further action.

➤ **ACADEMIC AND OTHER QUALIFICATIONS: -**

- Graduate from St Andrew's College, Bandra, Bachelors of Arts, and University of Mumbai - 2002.
- Proficient in Microsoft Word, Excel, Power Point (MS Word, MS Excel, MS Power Point, MS Access, Internet, etc.) (CRM), PeopleSoft, Citrix, Oracle, ERP applications and Management System.

➤ **PERSONAL SKILLS**

- Keen to learn new and gain knowledge
- Strong attention to detail and quality.
- Excellent Organizational, Communication and Analytical skills
- A high level of Integrity and Discretion in handling confidential information, and maintain professionalism.
- Adaptive in any environment and Fast Learner, can work with minimal supervision.
- Responsible towards work with a "Never give up attitude".
- Self-motivated and Resilience.
- Works collaboratively for improvements, building supportive and responsive relationships with colleagues and other professionals.
- Passionate, Forward thinking, Focused, Hard working

Reference: Will be furnish upon request.