



# SOBIN K J

## OFFICE ADMINISTRATOR & CUSTOMER SERVICE

### ABOUT me

Strong and highly organized communicator with exceptional interpersonal skills, positive attitude and team work abilities. Coming with excellent communication skills and empathy to provide valuable support to customers. At ease with deadlines and high pressure situations. Strong ability to influence thinking, problem solving and team management. Quick learner and team player with multi-tasking and leadership skills.

### CONTACT

- +971 569336407
- sobinkj07@gmail.com
- linkedin.com/in/sobin-kj
- Abu Dhabi, UAE
- License No. 2693951

### INTERESTS

- Music
- Travel
- Reading
- Sports
- Social media

### SKILLS

- Communication
- Problem solving
- Health care
- Decision making
- Public speaking
- Time management
- Customer service & support
- Sales
- Team management
- Analytical skills

### COMPUTER SKILLS

- Advanced MS Office
- Photoshop
- Operating System

### EXPERIENCE

- Administrator** VPS GROUP (CORPORATE OFFICE)  
03/2021 to present  
Abu Dhabi, UAE
  - Coordinate office activities and operations to secure efficiency and compliance company policies.
  - Managing agendas/ travel arrangements/ appointments etc. for the upper management.
  - Serve as the first point of contact to answer, screen and transfer incoming calls as well as office visitors.
  - Submit timely reports and prepare presentations/ proposals as assigned.
  - Serve as a liaison with internal staff at all levels and support the Senior Management on the projects as needed.
- Communication Centre Executive** VPS GROUP (BURJEEL HOSPITAL)  
07/2020 to present  
Abu Dhabi, UAE
  - Managing inbound and outbound calls to book appointments for the patient and to provide profession response to their queries.
  - Managing and resolving customer complaints. Research, identify, and resolve customer complaints using applicable software.
  - Document all call information according to standard operating procedures.
  - Scheduling doctors duty timings of various branches of hospital (Burjeel Hospitals, Medeor Hospitals, LLH Hospitals, Life Care Hospitals, Tajmeel Hospitals) based on the requirement.
- Guest Service Executive** ETIHAD AIRWAYS  
04/2017 to 06/2020  
Abu Dhabi, UAE
  - Assist passengers at the arrival gates to the departure gates following the customer service standards.
  - Meet and assist unaccompanied minors, VIP guests etc.
  - Excellent baggage handling at the airport check in counters and arrival baggage carousels with meticulous attention, in view of error free service to every passengers irrespective of destinations.
  - Generating data entry of guests into worksheets or ERP systems on a daily basis to evaluate and study the nature of various customer service perspectives for future trainings.
  - Manning various touch points in the terminals to assist guests with information and guidance.
  - Creating error free customer service at the airport by learning and analyzing the valuable feedbacks from passengers.
  - Identifying and resolving customer needs at the airport.
- Associate Operations- Customer services and Sales** SBI LIFE INSURANCE CO. LTD  
09/2013 to 02/2016  
Trivandrum, Kerala, India
  - Taking excellent care in loan related insurance policies by varifying and scanning them manually and with system, keeping in mind the on time task achievement.
  - Achieved five star rating for the company by generating error free group insurance underwriting and approval monthly.
  - Achieved 90% bank details updation in one year by contacting each customer on a daily basis without affecting the other factors of the company.
  - Providing excellent customer service and help desk support to all the customers based on their requirements.

## LANGUAGES

- English
- Malayalam
- Hindi

## INTERESTS

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## ACHIEVEMENTS

- International English Language Testing System- IELTS (2018- 2019)  
Scored 7 band (British Council).
- Individual championship at the sports event conducted by SBI-Life Insurance Co.Ltd.
- University level- Led the team as Team leader for the college event conducted at the North Bengal University and achieved Second position.
- College level- Participated in State level Table tennis, Badminton and Football tournaments.

## EDUCATION

- Bachelor of Arts and English Literature  
2010 - 2013  
SALESIAN COLLEGE SONADA  
Darjeeling, India

- Courses-
- Ancient, Medieval and Modern English Literature
  - Economics
  - Computer Application
  - History
  - Ancient, Medieval and Modern Philosophy
  - Western Music
  - Environmental Education

- Diploma in Computer Applications  
2015  
KELTRON  
Trivandrum, India

- Courses-
- Advanced Computer Skills
  - MS Office and Applications
  - E- business
  - ERP Basics
  - PC Assembly and Trouble shooting
  - Environmental Education

- Professional Airport Management and Customer  
2017  
APTECH AVIATION ACADEMY  
Bangalore, India

- Courses-
- Customer Service
  - Presentation and Communication skills
  - Aviation Management and Operations
  - Aviation Safety
  - Ancillary services
  - Fundamentals of Aviation operations
  - Principles and Operational procedures of the Aviation industry
  - Airport ramp management
  - Personality development
  - Grooming skills

## PERSONAL INFORMATION

Date of Birth:	18/10/1990
Gender :	Male
Marital Status :	Single
Current Location :	Abu Dhabi
Preferred Work Location :	Dubai
Visa Status :	Employment visa
Notice Period :	15 days - One month