

# SARANYA VINOD

✉ saranyavinod.ae@gmail.com

☎ 0503848365



## CAREER OBJECTIVE

---

A seasoned, well appreciated and greatly accomplished Administrative and Customer Service Professional with more than 5 years of proven experience gained from prestigious organizations in the UAE & India. Looking to leverage my knowledge and experience into a long term goal of growing with the organization.

## PROFESSIONAL SUMMARY

---

- **ADMINISTRATIVE ASSISTANT** -Kefan Optics (Jan 2020 – till present)
- **AFTERSALES ADMIN & CUSTOMER SERVICES**—Al Futtaim Trading Enterprises (May 2018- Jan2020)
- **CUSTOMER SERVICES AGENT** – LLH Hospital, Abu Dhabi (Jun 2015 –Apr 2016)
- **HR GENARALIST** - Popular Hospitality Pvt Ltd - Bangalore, India (Jan 2013 – Dec 2014)
- **PROCESS EXECUTIVE** – British Telecom at Infosys BPO, Bangalore, India (July 2011 – Dec 2012)

## EDUCATIONAL QUALIFICATIONS

---

- **MBA in HR Management**, Bharathiar University, Coimbatore - 2015
- **M.Sc. in Biotechnology** , Dr. N.G.P Arts and Science College, Coimbatore-2011
- **B.Sc. in Biotechnology** , St. Josephs College, Thrissur - 2009

## PROFESSIONAL SKILLS

---

- Quick learner with an ability to work as a team in a fast-paced work environment.
- Excellent Administrative & presentation skills.
- Dedicated & Client-focused with knowledge of office management & customer service procedures.
- Proficient in CRM software's - SAP, MS Office, SAGE, EDGE, ABS, Fast track, Word, Excel.
- Languages Known: English, Hindi, Malayalam, and Tamil.
- Valid UAE Driving Licence.

## PERSONAL DETAILS

---

- Nationality : Indian
- Date of Birth : 19<sup>th</sup> September 1988
- Marital Status : Married
- Visa Status : Employment Visa

## Work Experience

---

### ❖ **ADMINISTRATIVE ASSISTANT**-Kefan Optics (Jan 2020 – till present) – A leading optical company in the Middle East dealing with BELLA contact lenses.

- Coordinate office activities, operations and financial services support to secure efficiency and compliance to company policies.
- Create and update records and databases with journal vouchers, employee records, receipts.
- HR Record keeping for passports, visa renewals and employee receivables.
- Getting quotes from supplier's for various business activities, analyse and submission for approval.
- Handling of petty cash float & entering the journal entries in system.
- SAP journal entries for cheques, cash from customers & managing outgoing payments to suppliers, Government authorities.
- Coordinate deliveries and courier bookings.
- Liaising with the PRO in visa processing, MOHRE activities, trade license and establishment card renewals, facility licenses, MOH licenses, Shipment clearance, Import and export permits and other legal works.
- Assisting with audit requirements for VAT and annual audit.
- Payment of Utilities and point of contact for any issues related.
- Responsible for tasks related to Municipality, DCD and Insurance.
- Assisting the warehouse team with quarterly stock counting & record keeping.
- Maintaining all business records for licenses, registration of products & other legal documents.

### ❖ **AFTERSALES ADMIN & CUSTOMER SERVICES** - Al Futtaim Trading Enterprises Company (December 2018 – January 2020)

Trading Enterprises is the official dealers of Chrysler, Dodge, Jeep, RAM, Honda and Volvo vehicles in the UAE within the Al Futtaim Group.

- Customer centric work approach ensuring that all of The Retail customers experience a 100% satisfaction rate.
- Prepared DO's for collection & manage manpower resources.
- Preparation of documents required for the payment from Banks.
- Assisted in sales coordination, updating Blue book, HSSE Activities.
- Comply with company QHSE rules and guidelines and SOPs.
- Worked on other related process or Ad-Hoc Contact Centre projects during work hours.
- Met personal/ team qualitative and quantitative targets.
- Build sustainable relationships and engage customers by taking the extra mile.

### ❖ **CUSTOMER SERVICES AGENT** - LLH Hospital, Abu Dhabi (June 2015 to April 2016)

The LLH hospital, Abu Dhabi is an integrated healthcare provider under the VPS Healthcare group, with 20 operational hospitals, over 125 medical centres, 10000 employees and medical support services spread across the Middle East, Europe and India.

- Handled customer inquiries and complaints, scheduled appointments with the doctors, directed the patients to the correct departments as per the symptoms.
- Acquired urgent call management techniques.
- Created the Doctors availability and appointment slots using the CRM SAGE every month.

- Resolved an average of 600 inquiries in any given week and consistently met performance benchmarks.
- Became the lead “go-to” person for new reps and particularly challenging calls and irate customers.
- Maintained a registry to provide the upcoming months appointments for earlier requests as an extended customer satisfaction service.
- Recognized as the “Best Employee of the month” several times for meeting the individual & team targets.

❖ **HR GENERALIST & ADMINISTRATOR-** Popular Hospitality- Bangalore, India - Jan 2013 – Dec 2014

The group owns and manages a portfolio of hospitality assets and brands including Hotels, restaurants & Events across India.

- Handled the recruitment and on boarding process for the company.
- Assessed the hiring needs as per Manpower plan and developed the recruitment plan accordingly.
- Screened applicants' CVs, conducted telephone and skype interviews to verify the information submitted on their CV, Further leading to face-to-face interviews.
- Negotiated the salary and joining date to prepare the offer.
- Updated and compiled employee records.
- Dealt with employee requests regarding human resources issues, rules, and regulations.
- Assisted in payroll preparation by providing relevant data (absences, bonus, leaves, etc.).
- Handled complaints and grievance procedures.

❖ **PROCESS EXECUTIVE-OPERATIONS** - BRITISH TELECOM at INFOSYS BPO LIMITED, Bangalore, India (July 2011 – December 2012)

British Telecom is a multinational telecommunications services company with head offices in London, England, United Kingdom and operation in 170 countries.

- Handled 100+ inbound queries a day related to billing issues, complaints and troubleshooting of broadband internet, handsets, mobile phones and lifelines.
- Achieved and exceeded established weekly, monthly, quarterly and annual goals.
- Directed requests and unresolved issues to the designated resource.
- Trained and directed new hires during department orientations.
- Received letters of appreciation from satisfied customers and clients with an average of 95%+ customer satisfaction rating.

## REFERENCE

---

Available upon request.