



# ANU THOMAS

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Al Nabba , Sharjah

## ABOUT ME

To work with an Organization where both my quantitative and qualitative skills are utilized for the growth and success of the Organization

## ACADEMIC QUALIFICATION

Diploma in GENERAL Nursing Midwifery from St. Mary's College, India

## CERTIFICATIONS

Advance Certificate in computer Application from G-Tec Computer Education, India.

## TECHNICAL CREDENTIALS

- Operating Systems: Dos, Windows 2000, Xp, 2003, Windows 7.
- Internet Surfing, Email.
- Microsoft Word, Excel, Outlook, Outlook Express, Mozilla thunder bird.

## WORK EXPERIENCES

### FOLLOW UP SUPERVISOR

Galadari Motor Driving Centre , Dubai UAE

(December 2021 - August 2022)

Duties and Responsibilities :

- Registration for new Driving License.
- Arranging customer's schedules as per their requirements.
- Handling customer's issues and disputes.
- Following Up and resolving with customer's complaint.
- Preparing HR Report
- Supervising Staff
- Handling Online Registrations.
- Handling Branches Issues Disputes & Complaints

### CALL CENTER SUPERVISOR

Galadari Motor Driving Centre , Dubai UAE

(August 2019 - December 2021)

Duties and Responsibilities :

- Answer questions from staff and provide guidance and feedback.
- Anticipate escalation and take over calls when needed.
- Evaluating performance and providing feedback.
- Helping to resolve employee issues and disputes.

## SKILLS

- Good communication skills
- Strategic planning and scheduling skills
- Time-management skills
- Critical thinking and problem solving
- Professionalism and strong work ethic
- Active Listening Skills
- Observation skills
- Organizational skills
- Project Management

## PERSONAL DETAILS

Full Name : Anu Thomas

Date of birth : 26th March-1986

Nationality : Indian

Marital Status : Married

Passport Number : T8159041

Date of Expiry :22nd july 2029

## LANGUAGES

English	★ ★ ★ ★ ★
Hindi	★ ★ ★ ★ ★
Malayalam	★ ★ ★ ★ ★

## CUSTOMER CENTER REPRESENTATIVE

Galadari Motor Driving Centre Dubai, UAE

(June 2012 - August 2019)

Duties and Responsibilities :

- Attend and serves customers by providing product or service information
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Opens customer files by recording account information as per the requirements.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Record financials by processing customer adjustments.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

## DECLARATION

I solemnly hereby declare that above particulars of information and facts stated are true to the best of my knowledge and belief.

Name: Anu thomas

Place: Sharjah