



# Ferly Chacko

## Profile

To secure a job which would enable me to use my communication skills and interpersonal skills to serve customers and to build a positive support to the Company as well, having good experience of providing a friendly and efficient service within a fast paced and challenging environment

## Contact

### Phone

+971568759015

### Email

ferlychacko145@gmail.com

### Address

Sharjah,  
United Arab Emirates

## Personal Details

**Date of Birth:** 23rd December 1996

**Nationality:** Indian

**Passport No.:** R9038566

**Visa Status:** Family Visa

## Expertise

Microsoft Word

PowerPoint

Multimedia

Microsoft Excel

## Language

English

Malayalam

Hindi

## Experience

### April 2023 - Oct 2023

Apollo Telehealth Clinic, Lulu Mall, Cochin

#### Front Office Executive

- Executed administrative task.
- Facilitated a comfortable and delightful experience for the patients.
- Managing online patient registration and appointment scheduling.
- Ensuring accurate documentation of patient visits.
- Sending Patient Reports via Email.

### Jan 2021 - Feb 2023

Coffeebean Events and Holidays Pvt. Ltd.

Thrissur, Kerala, India

#### Front Office Co-Ordinator

- Managed office operations and procedures.
- Delivered travel training and assistance to employees.
- Managed online reservations and organized relevant bookings.
- Addressed customer queries in person, online and over the phone.
- Interacted with clients and customers.
- Planned and scheduled company events and activities.

### Sept 2019 - Nov 2020

Express Car Wash, Kottayam,

Kerala, India

#### Customer Relationship Executive

- Maintained filing systems and handled administrative responsibilities.
- Responded promptly to customer complaints regarding prices and other concern, gathering feedback.
- Prepared monthly, quarterly and annual reports for management.
- Generated and provided quotations to customers.
- Produced reports on customers responses.

# Skills

---

Skilled

Reliable

Persuasive

Resourceful

Quick to Adapt

## Internship

---

May 2018

**Amadeus at Akbar Travels of India Pvt Ltd,  
Thrissur, Kerala**

- Trained for various functioning departments like Ticketing, Tours, Visa and Documentation.
- Involved in Booking Tickets, keeping tabs on Fares, Issuing Procedures, Visa Stamping and Passport Documentation.
- Preparing Itineraries.
- Organized Events and Meetings.

## Education

---

2019

**Bachelor's of Travel and Tourism Management**  
Mahatma Gandhi University

2016

12th Grade

Central Board of Secondary Education

## Declaration

---

I hereby declare that the details and information given above are complete and true to the best of my knowledge.

**Ferly Chacko**  
Sharjah