

## NEETHU ANNA ALEX

Flat No: 101, Building No: 1617, Muweilah, Sharjah

Mobile: 0526172342

E-mail: [neethugensen@gmail.com](mailto:neethugensen@gmail.com)



**VISA STATUS:** HUSBAND VISA

### **CAREER OBJECTIVE**

Seeking a challenging and rewarding job in your esteemed organization, where I can fully utilize my skills and experience and prove myself a sincere hard worker, honest and provide my full efforts to fulfil the requirements of company as highly as possible.

### **Work Experience:**

#### **CUSTOMER SERVICE ASSOCIATE**

November 2020 - Present

**Pure Health Medical Supplies, Sharjah International Airport**

#### **Responsibilities:**

- Interacting with passengers in person to gather personal details and assist them for Corona Test Registration Process and collecting nasopharyngeal swabs.
- Greet, address, and thank customers in friendly and professional manner and provide appropriate clarification and solution to customer queries and requirements.
- Maintain and update Customer Documentation as required.
- Counting and upgrading of medical material stock at the end of the shift.

#### **COPY EDITOR**

September- 2015 to June - 2017

**Diacritech Private Limited, Kottayam, Kerala**

#### **Responsibilities:**

- Proofread text and correct spelling, Grammar, and punctuation errors mainly in scientific journals, books and magazines.
- Minimal rewrites in text to improve clarity and readability.
- Working to a style check list to ensure consistency in hyphenation, capitalization, formatting of references Etc.
- Resolving doubts by raising queries directly with the author on styles and text inconsistencies.

- Liaising regularly with authors and publishers by phone and e-mails.

## **PROJECT FELLOW**

April 2012 – July 2015

**Indian Institute of Horticultural Research [IIHR], Bangalore, India**

### **Responsibilities:**

- Development of Regeneration systems in Pomegranate Cultures of mature and juvenile Origin for Generating transgenics was carried out.
- Plant tissue Culture Media Formulations.
- Optimization of surface Sterilization procedures for obtaining contamination - free Culture.

## **EDUCATION**

- **MASTER IN BIOTECHNOLOGY**, St. JOSEPH'S COLLEGE (Autonomous) THIRUCHIRAPALLI, TAMILNADU, **82.85%**, 2012
- **MASTER IN BUSINESS ADMINISTRATION (CONCURRENT), HR&MARKETING**, BHARATHIDASAN UNIVERSITY, THIRUCHIRAPALL, TAMILNADU, **66.83%**, 2013.
- **BACHELOR IN BIOTECHNOLOGY**, St. BERCHMANS COLLEGE, MAHATMA GANDHI UNIVERSITY, CHANGANASERRY, KERALA, **85.12%**, 2010.

## **PROFESSIONAL TRAINING & CERTIFICATIONS**

- **HIGHFEILD LEVEL 4 ADVANCED FOOD SAFETY MANAGEMENT**, BSSWORLD QUALITY CONSULTANTS, DUBAI, UAE. [QUALIFICATION NO: 500/7327/8]
- Completed 3 -Months course on MS OFFICE & DATA ENTRY from GTECH Computer Education.

### **Attributes**

- Effective planner, implementer, and problem solver.
- Knowledge of quality control standards and practices.
- Ability to maintain confidentiality of company and personnel related issues.
- Ability to plan, organize and complete work in accordance with time deadlines.
- Ability to work under pressure and handle stress.
- Proactive, Team Player & Problem Solver.
- Passionate about hospitality and customer service driven.

## **COMPUTER SKILLS**

Good Command of Microsoft Office: Excel, Word, PowerPoint, Outlook

## **LANGUAGES KNOWN**

**English:** Full Professional Proficiency

**Malayalam:** Native Language

**Hindi:** Basic Level

**Tamil:** Intermediate

*I hereby declare that the details mentioned above are true and correct in my best of knowledge and belief I would be grateful for the opportunity to demonstrate my capabilities further at an interview. In closing I would like to thank you for taking the time to consider my application, and I eagerly look forward to hearing from you.*

*Neethu Anna Alex*