



NIKITHA CHANDRAN

CONTACT

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EMAIL: nikithachandrans21@gmail.com

Date of Birth : 28/02/1993

Sex : Female

Nationality : Indian

Marital Status : Married

Visa Status : Spouse Visa

ADDRESS

MUWAILEH, SHARJAH

LANGUAGES SKILLS

To Speak, Read & Write

- ❖ Malayalam
- ❖ English

PROFESSIONAL SYNOPSIS

An astute and result-oriented professional with over 3 years of experience in Logistics, Operations, and Customer Service. Demonstrated expertise in operations coordination, business development, and a proven track record of proficiency in computer skills. A highly effective communicator and collaborative team player, equipped with strong analytical, problem-solving, and relationship management abilities, consistently driving operational efficiency and customer satisfaction.

PROFESSIONAL EXPERIENCE

➤ **FASTFIX TECHNICAL SERVICES LLC, DUBAI, UAE**

Position: Receptionist cum Admin (Dec 2022 – Dec 2023)

- Managed front desk operations, ensuring a welcoming and professional environment for all clients and visitors.
- Answered and directed phone calls, emails, and inquiries to appropriate departments.
- Assisted in daily administrative duties, including filing, data entry, and document management.
- Supported the logistics team in coordinating deliveries and tracking shipments.
- Processed invoices and maintained accurate records of financial transactions.
- Handled office supplies inventory and placed orders as needed.
- Ensured proper maintenance and cleanliness of the office area.

➤ **NEW INDIA ASSURANCE LIMITED, KERALA, INDIA**

Position: Data Entry Operator (Jan 2015 – Dec 2015)

- Entering customer and account data from source documents within time limits.
- Compiling, verifying accuracy and sorting information to prepare source data for computer entry.
- Processing insurance payments and refunds.
- Uploading completed insurance verification forms.
- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output.
- Good communication & Written Skills.

➤ **OVERSAES ARABIAN SUPPLIERS, KERALA, INDIA**

Position: Logistics Coordinator (July 2012 – Dec 2014)

- Communicate with suppliers, retailers, customers etc. to achieve profitable deals and mutual satisfaction
- Plan and track the shipment of final products according to customer requirements
- Keep logs and records of warehouse stock, executed orders etc.
- Prepare accurate reports for upper management

COMPUTER SKILLS

- M.S Office (Word, Excel, Power point)
- Data Entry
- Adobe Photoshop
- Zoho (Book)

PASSPORT DETAILS

- Passport Number: T5005203
- Date of Issue: 10.04.2019
- Date of Expiry: 09.04.2029

- Supervise orders and arrange stocking of raw materials and equipment to ensure they meet needs
- Coordinate and monitor supply chain operations
- Recruit and coordinate logistics staff (e.g. truck drivers) according to availabilities and requirements

➤ CARGOMAR PVT. LTD, KERALA, INDIA

Position: Customer Service Executive (April 2011 – May 2012)

- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output.
- Coordinate and monitor supply chain operations
- Recruit and coordinate logistics staff (e.g. truck drivers) according to availabilities and requirements
- Good communication & Written Skills.
 - Tracking shipments and updates.
 - Quoting customers and follow ups
 - Validating and confirming all ocean/air shipment bookings
- Managing shipments from origin to destination to ensure customer satisfaction
- Building customer relationships and providing excellent customer service
- Use daily customer service report to make sure all release requirements have been met before containers arrive at the destination

PROFESSIONAL & ACADEMIC QUALIFICATION

- **Bachelor of Business Administration**
Annamalai University
- **Plus Two**
- **State Board of Examination, Kerala**

TECHNICAL QUALIFICATION

- **Diploma in Logistics & Shipping**
- **Passed from Cargomar Educational Society**
- **Diploma in 2D & 3D Animation passed from Atlas Aims Media School**

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Date:
Place:

NIKITHA CHANDRAN