



Nisha Abhilash

Administrator

PROFILE

The best result-oriented professional with more than 12 years of comprehensive experience in Administration/Account Assistance, Floor Management, Customer Care and Inbound/Outbound Call Center Management. Good knowledge of MS Office as well. Seeking a challenging position in a growing organization that provides me with the opportunity to update my knowledge and skills in accordance with the latest trends, and be part of a team dynamically working for the growth of the organization.

CONTACT

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Building M3 No. 3547, Flat 101
Muweilah, Sharjah, UAE

TRAININGS

2007 - Call Center Management Course
Techno World Call Center Training
Center, Kerala, India

2006 - Microsoft Office
Continuing Education Cell Women's
Polytechnic Kerala, India

EDUCATION

MA Hindi Kerala University 2006
BA Hindi Kerala University 2003

LANGUAGE

English, Hindi, Malayalam, Tamil

Visa Status: Residence Visa

Nationality: Indian

Marital Status: Married

CAREERS

May 2019 – Present

Administrator/ Accounts Assistant

Ten Stars Group, Dubai UAE
Ten Stars Electromechanical Works LLC
Ten Stars Foodstuff Trading LLC

Dec 2016 - Mar 2019
(02 Years)

Floor Manager

Maruti Suzuki Nexa, Trivandrum
Kerala India

May 2010 – Aug 2016
(06 Years)

Administrator

Skyways Holidays Pvt. Ltd,
Trivandrum, Kerala India

Jun 2007 – Feb 2010
(03 Years)

Customer Service Executive

Reliance BPO Pvt. Ltd, Chennai
Tamil Nadu, India

Key achievements

Top all round performer of Electronic Recharge Department in RBPO. Won rewards for good Communication skills. Won rewards for good Customer Satisfaction (CSAT) scores.

JOB PROFILE

Administrator/ Accounts Assistant TEN STAR Group Dubai UAE

- Preparing daily invoices, quotations and sending account statements to suppliers.
- Updating daily and monthly Purchase and Sale reports.
- Processing payroll and transferring salary to employees.
- Prepare and modify documents, such as correspondence, reports, drafts, memos, and emails.
- Sort and route incoming mail, respond to correspondence, and prepare outgoing mail.
- Providing general administrative support to management, including mailing, scanning and copying.
- Managing all account related tasks, following up on payments, preparing supplier payments, and filing VAT returns.

Floor Manager Maruti Suzuki Nexa, Trivandrum, India

- Handling front desk. Capturing customer details & managing showroom floor.
- Managing test drives & TD car upkeep. Showroom upkeep, pantry service management.
- Review customer requirements and make sure they are met.
- Ensuring that 100% enquires from all sources are captured, distributed to team and followed up.
- Ensuring that 100% customer queries are responded.
- Capturing of Customer complaints, response within 1 hour and resolution within 24 hours through Relationship Managers.

Administrator Skyways Holidays Pvt. Ltd, Trivandrum, India

- Part of abroad Manpower recruitment, Holiday packages and Azchavattom online newspaper team.
- Performs routine clerical functions, like copying, sorting, filing plus typing. Sets up to maintain varied office files. Greets, screens, and also directs visitors to the appropriate staff member.
- Make all arraignments for Client Interview of various companies and processing all the documents of selected candidates to recruit them on time.
- Capable of handling all responsibilities of an Administrator such as record keeping, financial planning, billing and customer service.

Customer Service Executive Reliance BPO Pvt. Ltd, Chennai, India

- Part of Inbound /Outbound team of Reliance Communications Ltd.
- Handling Electronic Recharge Escalation calls.
- Troubleshooting for network and billing related issues.
- Troubleshooting for Electronic Recharge issues, Dealers, Retailers and Distributors issues.
- Handling outbound welcome calls for new customers, Retailers and Distributors.
- Capable of handling Inbound and Outbound calls in 4 languages.
(English, Hindi, Malayalam & Tamil)