

# NEENA THOMAS

*Admin*



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## Profile

Results-driven professional with a strong background in administration, sales coordination, and exceptional customer service. I have achieved a 95% satisfaction rate by efficiently managing calls and providing meticulously formatted documents. In my role as a sales coordinator, I successfully boosted team performance and improved cross-functional teamwork.

## Education

### Bachelor Of Technology,

*Cochin University of Science and Technology*

2014 – 2018 | Calicut, India

I earned a degree in Electronics and Communication Engineering (ECE) with a 6.5 CGPA at Calicut in 2018

After graduating, I pursued a Python Django web development course, covering both front-end and back-end technologies.

## Professional Experience

### Admin cum Sales Coordinator,

*Leya Corporate Business Services*

03/2022 – 09/2023 | Dubai, UAE

- I successfully managed both incoming and outgoing phone calls efficiently resolved customer inquiries, and booked appointments, achieving a satisfaction rate of 95%
- Formatted and prepared office documents, quotations, and reports, achieving a 50% increase in document accuracy and professionalism.
- Scheduled and coordinated sales staff training, enhancing the team's performance by 35%.
- Collaborated across departments to streamline processes, resulting in a 30% improvement in cross-functional teamwork.
- Proficiently managed and responded to customer emails, maintaining a 95% customer satisfaction rate through timely and effective communication.
- Demonstrated expertise in the preparation of various reports in MS Excel, resulting in a 40% reduction in report generation time, improving overall efficiency.

### Admin Assistant, *IPSR Solutions*

2019 – 2021 | Kerala, India

- Successfully managed missing, return, and lost orders, reducing order-related issues by 20% through effective investigation and resolution.
- Collaborated with internal departments to streamline processes and enhance customer service, improving cross-departmental communication and efficiency by 25%.
- Prepared various reports using MS Excel, streamlining data analysis and report generation, resulting in a 20% increase in efficiency.
- By creating a custom application using Zoho Creator, I streamlined our order fulfillment process. These resulted in a 35% reduction in errors and enhanced order accuracy.
- Achieved a 90% accuracy rate in following up with departments for order processing. These ensured that orders were consistently completed within or ahead of established timelines.

## Skills

- MS Office Suite, Microsoft Outlook, Google sheet
- Operational Management
- Organizational Skills
- Adaptable and Agile
- Client experience management
- Data Analysis and Reporting
- Office administration
- Procurement support

## Certificates

### **JPMORGAN CHASE&CO.**

I Finished an Excel skills job simulation course offered by JP Morgan, gaining proficiency in conditional formatting, data visualization in Excel, and Visual Basic for applications(VBA) macros.

## Languages

English



Malayalam



Hindi

