



## CONTACT



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www.parvathys.com



Al Nahda, Sharjah

## SKILLS

- Interpersonal Skills
- Organizational Skills
- Stress Management
- Work Ethic
- Communication
- Computer proficiency

## LINGUISTICS

- English
- Malayalam
- Tamil
- Hindi

# PARVATHY S KUMAR

HR, CUSTOMER SERVICE, SALES AND LOGISTICS

## PROFESSIONAL PROFILE

I am a punctual and motivated individual who is able to work in a busy environment and produce high standards of work. I am an excellent team worker and am able to take instructions from all levels and build up good working relationships with all colleagues. I am flexible, reliable and possess excellent time keeping skills.

## WORK EXPERIENCE

### Customer Service Cum Sales Executive

**ABC CARGO & COURIER | DUBAI**

**2022 - TILL**

- Handling Team of Customer Support - International Sales Services.
- Preparing Cost Estimations and Quotations of Moving and Shifting - Commercial & Non Commercial.
- Customer Sales Tracking And Follow ups.
- Escalate the customer complaints and solving the issues.
- Maintaining accurate records.
- Establish, develop and maintain positive business and customer relationships.

### Customer Service Executive

**2021 - 2022**

**ARAMEX | DUBAI**

- Managing a team of representatives offering customer support.
- Resolving customer complaints brought to your attention.
- Overseeing the customer service process.
- Creating policies and procedures.

### HR Manager

**2020 - 2021**

**U CARTZ WEB HOSTING CO | INDIA**

- Managing activities such as job design, recruitment, employee relations, performance management, training & development and talent management.
- Managing employee and employer relationships.
- Overseeing disciplinary action.
- Creating a rewarding company culture.
- Managing payment and benefits for an organization's staff.
- Developing and implementing HR strategies and initiatives aligned with the overall business strategy.
- Gathering payroll data like working hours, leaves and bank accounts.

## EXPERTISE

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- TALLY
- MS OFFICE
- ACCOUNTING AND
- INVENTORY MODULE

## PERSONAL DETAILS

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Nationality : INDIAN

MARIAL STATUS : MARRIED

DOB : 18/07/1997

VISSA STATUS : HUSBAND VISA

PASSPORT EXPIRES : 06/04/2032

## ROLES & RESPONSIBILITIES HANDLED

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- ADMINISTRATION
- BANKING
- ORGANISING
- LOGISTICS
- OPERATIONS
- ESCLATION
- CUSTOMER SERVICE
- SALES

## HR Intern

2019 - 2020

### MILMA DAIRIES | INDIA

- Updating our internal databases with new employee information like contact details and employment forms.
- Screening resumes and application forms.
- Creating a rewarding company culture

## EDUCATION

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### MBA | MASTER OF BUSINESS ADMINISTRATION

2018 - 2020

Specialized in HR & MARKETING

UNIVERSITY OF KERALA

### B COM | BACHELOR OF COMMERCE

Specialized in FINANCE

2015 - 2018

UNIVERSITY OF KERALA

## DECLARATION

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I here by declare that the above-furnished information is true and correct to the best of my knowledge. If I am given an opportunity to serve your esteemed organization. I assure to work best of company's satisfaction.

Your's faithfully

Parvathy S Kumar