

# MANJU K M

## OFFICE ADMIN CUM CUSTOMER RELATIONS

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## PROFESSIONAL SUMMARY

Customer-focused Office Administrator and Customer Service Specialist with over 10 years of experience in client relations, office operations, finance administration, and sales support. Skilled in customer satisfaction, CRM systems, complaint resolution, documentation management, and team coordination. Proven ability to handle high-volume inquiries, administrative support, and service excellence in fast-paced corporate and retail environments. Adept at MS Office, data entry, record-keeping, and cross-functional collaboration. Seeking a challenging role as a Customer Service Agent / Office Administrator

## PROFESSIONAL EXPERIENCE

### Office Admin cum Customer Relations

#### Finance Firm, India | 2010 – 2025

- Handled customer inquiries, complaint resolution, and client support to ensure high levels of customer satisfaction.
- Managed administrative operations, including documentation, filing, and official correspondence.
- Supported the finance team with billing, accounts reconciliation, and payment processing.
- Utilized CRM systems and MS Office tools to maintain accurate client records and streamline workflows.
- Coordinated with internal departments to improve service delivery and operational efficiency.
- Prepared and maintained reports, schedules, and communication logs for management review.

### Sales Executive

#### Boulangerie, Muscat | 2022 – 2023

- Delivered exceptional customer service, assisting clients with product inquiries and purchases.
- Handled POS transactions, cash management, and sales documentation with accuracy.
- Achieved monthly sales targets by promoting products and engaging in upselling and cross-selling.
- Managed inventory, stock rotation, and product display to ensure availability and freshness.
- Addressed customer concerns and resolved complaints to maintain positive client relations.

## EDUCATION

- Hospital Administration** - Skill Development of Canada
- Computer Course – Gateway to Information Technology** – Calicut University - 2005
- CRM & Customer Service Training** - PMKVY, Govt. of India – 2016
- Higher Secondary Education** – Higher Secondary Examination Board , Kerala, India - 2004

## KEY SKILLS

- Customer Service & Client Relations
- Office Administration & Documentation
- Finance & Accounts Support
- CRM & ERP Systems
- Complaint Resolution & Problem Solving
- Call Handling & Email Correspondence
- Sales & Business Development
- POS Transactions & Cash Handling
- Inventory & Stock Management
- Service Excellence & Customer Satisfaction
- Team Collaboration & Coordination
- Data Entry & Record Keeping
- MS Office Suite (Word, Excel, PowerPoint)
- Communication & Interpersonal Skills

## ADDITIONAL DETAILS

- Date of Birth: 18/07/1986
- Marital Status: Married
- Nationality: Indian
- Passport No: W1918596 (Tourist visa expiry date 21-02-2026)
- Languages Known : English, Malayalam, Hindi, Tamil