

RUBY KURIAN ROY

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Location - Dubai, United Arab Emirates



CAREER SUMMARY

Versatile and proactive business professional with a Master's in International Business Management and over 4 years of progressive experience in customer service, operations, administration, billing, and logistics. Skilled in supervising teams and patient administration. Adept at driving process improvements, managing staff performance, handling high-volume communications, and ensuring exceptional patient and customer experiences.

CORE SKILLS

- Customer service excellence & satisfaction benchmarking
- Strong problem-solving & proactive approach to issue resolution
- Clear and fluent communication (written & verbal)
- Listening skills & customer-centric engagement
- MS Office, Outlook & advanced Excel (system updates, reporting, reconciliations)
- Administrative & organizational efficiency
- Team leadership, performance supervision & process improvement

WORK HISTORY

CUSTOMER OPERATIVE ADVISOR

Well Pharmacy

*Aug 2024 – July 2025
United Kingdom*

- Oversaw high-volume stakeholder communications across digital and voice channels, ensuring timely resolution of inquiries while maintaining compliance with customer service benchmarks.
- Coordinated across departments to manage prescription fulfilment and delivery logistics, contributing to improved customer satisfaction scores.
- Supported operational enhancements by identifying workflow bottlenecks, updating systems with accurate action codes, and recommending process improvements.

OPERATIONS MANAGER

SAS MCR

*Feb 2023 – April 2024
United Kingdom*

- Directed operational functions including team supervision, client service, compliance, and scheduling, ensuring alignment with service standards and TOM principles.
- Implemented data-driven strategies to improve delinquent pool follow-ups, back flow account collections, and settlement handling.
- Mentored staff in proactive customer engagement, ensuring performance targets and satisfaction benchmarks were consistently achieved.

ACCOUNTING AND ADMIN

Southern Coil Industries

*June 2020 – June 2021
India*

- Managed accounts payable/receivable, reconciliations, and monthly financial reporting using Tally ERP, ensuring compliance and accuracy.
- Coordinated with vendors and internal stakeholders to resolve issues, applying proactive problem-solving to maintain strong relationships.
- Assisted management in cost control initiatives and administrative organization.

CUSTOMER SERVICE & ADMIN ASSOCIATE

Oct 2020- Feb 2021
India

Redisolve Pvt. Ltd

- Delivered high-quality operational and technical support via email/live chat, maintaining service excellence and customer satisfaction benchmarks.
- Escalated and resolved customer issues effectively, contributing to settlement arrangements and retention strategies.
- Recognized for a proactive and customer-centric approach that improved complaint resolution and service performance.

EDUCATION

- **MSc International business management** 2021 - 2023
Anglia Ruskin University, UK
- **BCom Corporate Secretaryship** 2017 - 2020
Stella Maris College, India

LANGUAGES

- English
- Tamil
- Malayalam