



# NIKHIL VATTAPARAMBIL

## PROFILE

A dynamic professional with more than a decade of experience in Service Industry. Qualified & Result Driven professional, demonstrating solid interpersonal skills & problem solving. A committed & aspiring self-motivated aspiring individual who effortlessly interacts. Energetic & Goal Oriented with an impressive performance record and a well-rounded background in optimizing internal performance.

## CONTACT

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Linkedin:

## CORE SKILLS

Customer Service  
Leadership Skills  
Data Management  
Customer Relationship  
Management  
Administrative Skills  
Data Entry

## WORK EXPERIENCE

### Prime Electrical Contracting Co LLC (Dubai, UAE)

#### Document Controller Cum Receptionist

March 2024–January 2025

- Documentation to clients using current database and complying with current procedures in place. (Cold calls & emails included).
- Maintained construction documentation, project plans and files. Prepared daily / monthly Construction Reports.
- Attended Incoming calls and transferred to the required dept.

### Right Health Pharmacy Jurf LLC (Dubai, UAE)

#### Patient Coordinator (Acting Branch In-charge since July 2022)

August 2021– February 2024

- Help patients with filling the Patient Registration Form.
- Assisted patients to complete all necessary forms and documentation including medical insurance
- Organized and maintained patient records, consent forms, payment forms, etc.
- Booked appointments over phone as well as through walk in's.
- Schedule patient's hospital admission form, file and complete Insurance check list, disclaimers, medical Records, approvals etc.
- Checked with Insurance Coordinator for cases requiring approvals.
- Checked with Insurance Coordinator the status of the Insurance card produced by the patient.
- Check with the Insurance coordinator about the packages covered

### Gulf Engineering Service LLC (Dubai, UAE)

#### Document Controller

August 2017 – July 2021

- Documentation to clients using current database and complying with current procedures in place. (Cold calls and emails included).
- Maintained Accounts. (Petty Cash, Material Expense).
- To manage & oversee company legal documents.
- Maintaining construction documentation, project plans and files.
- Creating and updating Excel sheet logs.
- Preparing material request (LPO) whatever required at site.
- Receiving & replying to all emails and letters from Consultant / Management / Sub- contractors.
- Preparing and sending all submittals & transmittals. (Inspection requests, Shop Drawing, RFI, Prequalification, Sample Material, MOS, CVI, etc).

## LANGUAGES KNOWN

English – Fluent

Hindi – Fluent

Malayalam – Mother Tongue

Tamil – Proficient

Marathi- Proficient

## PERSONAL DETAILS

Date of Birth: 26/05/1987

Nationality: Indian

Marital Status: Married

Passport No: V8997560

Visa Status: Sponsor Visa (valid until 15/02/2026)

## WORK EXPERIENCE

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### Intelenet Global Services Pvt. Ltd. (, UAE)

#### Technical Support Supervisor

August 2012 – March 2017

- Started working as a Customer Care Associate, promoted as Customer Care Specialist for Vodafone Qatar Process.
- Served customers by providing product and service information.
- Attracted potential customers by giving special discounted offer products.
- Opened new customer accounts by recording account information.
- Up selling of the Potential & Rejected Sim Cards.
- Build a Database of Potential Clients for Sales.
- Listening to customer requirements and presenting appropriately to close Sales contracts.
- Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
- Recording sales and order information and sending copies to the sales office, or entering into a computer system.
- Selected for Pilot Processing of Etisalat Mobile/Home Services as Technical Service Executive, and was promoted to Technical Support Supervisor.
- Email & Call Management – Handling incoming emails & calls from customers.
- Addressing their requests & complaints, providing information about Etisalat Product & services.
- Administering complaints with the goal to recommend as effective solution within the required time frame.
- Listening to what customers want and helping them find the perfect product for their needs.
- Diagnosed and troubleshooting of Etisalat internet problems.
- Helping customers install applications and programs.
- Resolving network issues, configuring operating systems and using remote desktop connections to provide immediate support.

## EDUCATION & TECHNICAL SKILLS

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### Higher Secondary Course (Mumbai University)

R. J. Thakur Junior College (Commerce)

### Windows & Office 365.

MS-CIT