

HRIDYA JOY

CUSTOMER SERVICE / ADMIN ASSISTANT

A Detail-Oriented and Highly Organized professional seeking an Entry-Level Admin Assistant Position. Manages day-to-day Office Operations, handles correspondence, assists with HR tasks, implements Health and Safety Policies. I have a background in Travel and Tourism as a Tour Coordinator and Travel Executive, with skills in Ticketing, Reservation Management, Visa Processing, and Client Relations.

KEY SKILLS

Team Work

Work Ethic

Coordination

Ticketing

Itinerary Making

Multitasking

Reservation management

Adaptability

Time Management

Visa processing

Tour execution

EMPLOYMENT CHRONICLE

ADMIN ASSISTANT | Sep 2023 - Present

The APPLE INTERNATIONAL SCHOOL, AL QUSAIS, DUBAI

KEY RESPONSIBILITIES

- Managing day-to-day office operations and administrative support.
- Handling correspondence, phone calls, and emails professionally.
- Maintaining accurate filing systems (digital & manual).
- Assist in developing and implementing school-wide health and safety policies and procedures, Preparing reports and official documents.
- Monitoring office supplies and processing purchase requests.
- Assisting in HR tasks such as maintaining staff records and attendance.
- Data entry and database management with high accuracy.
- Strong organizational, multitasking, and time management skills
- Proficiency in MS Office (Word, Excel, PowerPoint, Outlook). Excellent communication and interpersonal abilities.
- Develop, implement, and maintain food safety policies, procedures, and quality management systems.
- Monitor adherence to food safety, hygiene, and health regulations, standards, and legislation.

TOUR COORDINATOR | Dec 2021 – Aug 2023

GLOBAL DESERT SAFARI, AJMAN

KEY RESPONSIBILITIES

- Determining clients' needs & suggest suitable travel packages & services
- Researching destinations, travel means, prices, weather, reviews, customs etc.
- Booking tickets, accommodation, rental transportation & organize entire travel
- Creating and using promotional techniques & materials to sell itinerary tour packages
- Attending conferences to stay updated with tourism trends
- Maintaining electronic client records.

CONTACT

+971 581194369

annhridya12@gmail.com

Al Qusais, Dubai

ACADEMIC CREDENTIALS

B. Com WITH CO-OPERATION

- MG University, Kerala, India

HIGHER SECONDARY

- Board of Higher Secondary Examination, Kerala, India

SSLC

- Board of Public Examination, Kerala. India

PROFESSIONAL QUALIFICATION

Introductory Safeguarding in Education

- Prospero Learning

BASIC FOOD SAFETY TRAINING

- GEMS QC, Dubai

ENTER THE WORLD OF AMADEUS

- Amadeus, Cochin

IATA/UFTAA FOUNDATION & EBT COURSE

- IATS, Adoor

COMPUTER PROFICIENCY

MS Office ★★★★★

Tally 7.2 ★★★★★

DCOM. ★★★★★

Data Entry ★★★★★

TRAINING

ROYAL OMANIA TOURS AND TRAVELS PVT.LTD.COCHIN, KERALA, INDIA | Feb 2012 – July 2012

LANGUAGES KNOWN

English  90 %
Malayalam  100 %

PERSONAL DOSSIER

Gender : Female
Nationality : Indian
Passport Number : V5029536
Date of Expiry : 16/12/2031
Visa Status : Job Visa

REFERENCE

- Available upon request

INTERESTS



Songs



Art & Craft



Reading



Gardening

FIELD OFFICER | July 2022 - Dec 2022

IVF FERTILITY CLINIC, EDAPPALLY, COCHIN, KERALA, INDIA

KEY RESPONSIBILITIES

- Interact with patients, coordinate infertility testing and treatment plans including IVF and IUI cycles, between patients and physicians.
- Triage patient calls, manage medication and test result queries
- Maintain patient charting in EMR system
- Communicate physician orders, instructions, and lab results accurately and timely
- Transcribe and transmit prescriptions, process Prior-Authorizations
- Provide pre- and post-op care for procedures such as egg retrieval, embryo transfer, hysteroscopy
- Collaborate with all staff, clinical and administrative, for optimal patient care

TRAVEL EXECUTIVE | Jun 2014 – Mar 2016

UROGULF TRAVEL SERVICES PRIVATE LTD.

RESERVATION EXECUTIVE | Aug 2012 – Dec 2013

NEW ALLIED TOURS AND TRAVELS, PANAMPILLY NAGAR, COCHIN, KERALA

TRAVEL EXECUTIVE | Feb 2011 – Aug 2011

ZION TOURS AND TRAVELS, KAYAMKULAM, KERALA, INDIA

KEY RESPONSIBILITIES

- Help with visa processing for customers.
- Manage customer inquiries and complaints via mail, email, and phone.
- Book and confirm reservations, and issue tickets and vouchers.
- Provide travel advice and recommendations on travel regulations, visa requirements, and travel insurance.
- Process payments and manage client accounts.
- Assist with other travel-related inquiries and arrangements as needed.
- Process payments, manage client accounts, and provide travel advice on travel regulations, visa requirements, and travel insurance.

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

HRIDYA JOY.