

SANGEETHA KR
ADMINISTRATIVE SUPPORT | CUSTOMER RELATIONS | RECEPTIONIST

Visa status: Spouse visa | Availability: Immediate joiner
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CAREER SUMMARY

Motivated professional with 5 years of experience in QA analysis, along with hands-on exposure to administration, reception desk handling, customer support, coordination, and documentation tasks. Skilled in managing front-desk operations, answering calls, assisting visitors, maintaining records, supporting daily office tasks, and ensuring smooth communication across teams. A quick learner, highly organized, and capable of handling multitasking in school, corporate, or office environments. Currently seeking Admin, Receptionist, Customer Support roles in UAE.

TECHNICAL SKILLS

- Front Desk Handling & Visitor Management
- Admin & Office Support
- Customer Support (Phone, Email, In-Person)
- Record Keeping & Documentation
- MS Office (Excel, Word, PowerPoint)
- Power BI (Basic reports)
- Slack, Microsoft Teams, Zoho people.
- Calendar Scheduling & Meeting Coordination
- Data Entry & Reporting
- Strong Communication & Interpersonal Skills
- Multitasking & Time Management
- CRM & Ticketing Support
- Problem Solving & Complaint Handling

WORK EXPERIENCE

Admin cum Sales Representative & Customer Support
Jumeirah Pest Control Service – UAE

Oct 2025 – Present

- Managed front-desk operations and greeted clients professionally.
- Managed incoming calls, emails, and visitor inquiries efficiently.
- Entered new contracts, updated records, and managed contract renewals in Odoo.
- Coordinated appointments, scheduled client meetings, and prepared quotations.
- Assisted in invoicing and payment follow-ups to ensure timely collections.
- Maintained office documentation, reports, and records accurately.
- Oversaw office workflow, vendor communication, and inventory management.
- Supported HR/admin processes including filing, onboarding, and scheduling.

QA Analyst & Customer Support
Dynamicnext Technologies – India

Nov 2023 – Sep 2025

- Managed front-desk responsibilities including managing incoming calls, assisting visitors, and directing queries to the right departments.
- Supported HR & admin team with daily documentation, data entry, file maintenance, and staff coordination.
- Managed meeting schedules, internal communication, and follow-ups using Teams, Slack, and Zoho People.
- Assisted in maintaining office inventory, stationery requests, and vendor coordination.
- Responded to customer queries through email/phone and provided clear information and support.
- Performed QA activities including test case execution, bug reporting, and usability checks for internal portals.

QA Analyst & Customer Support Assistant
Ruby seven studios – India

April 2021 – October 2023

- Supported customers by explaining product features, answering queries, and resolving issues promptly.
- Managed complaint logs, tracked customer requests, and ensured timely follow-ups.
- Maintained Excel reports, daily task summaries, and customer records with high accuracy.
- Assisted senior team with scheduling, documentation, and back-office operations.
- Used Teams/Slack for communication and Zoho People for attendance/employee updates when required.
- Conducted QA testing on mobile and web applications, identifying critical bugs and ensuring smooth.

QA Analyst & Office Coordination
WebSoulLabs – India

September 2020 – March 2021

- Managed reception duties including greeting visitors, maintaining the visitor register, and managing incoming calls.
- Assisted the admin team in organizing documents, preparing reports, and coordinating office activities.
- Maintained spreadsheets, invoices, and internal communication logs.
- Coordinated workflows using Slack and Teams, and supported HR tasks through basic tools.
- Performed QA tasks such as test execution, defect logging, and coordination with developers.
- Helped new joiners with onboarding, access setup, and workspace orientation.

EDUCATION

- **MBA - HRM** | IGNOU 2023 - 2025
- **MSC PHYSICS** | Bharathiar University, India 2018 - 2020
- **BSC PHYSICS** | Calicut University, India 2015 - 2018

CERTIFICATIONS

- Microsoft Office Automation – Word, Excel, PowerPoint
- Business Administration with AI – IIT Madras Pravartak and NSDC
- Certified QA Specialist – Luminar Techno Lab (NACTET Certified)