



SAPRESH NAIK

Customer Service

Personal Information

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11/06/1993

Flat 235, residence 0138 Al seef, Umm Hurair 1, Dubai UAE

Education

Bachelor of Business Administration in Travel and Tourism Management

Don Boscos College - Panjim Goa
2016 - 2019

Foundation in Travel and Tourism Management

Tradewings Institute of Management
2015 - 2015

Diploma in Computer Management

Lila Trust Computer - Mapusa Goa
2013 - 2013

Braodbase Basic Training in Hospitality Management

Industrail Tranining Institute - Panjim Goa
2010 - 2011

Expertise

Effective Communication Skills
Financial Planning & Advising
Client Relationship Management
Problem Solving Ability
Team Coordination
Smart & Methodical Working
Multitasking and Organization

Language

English
Hindi
Marathi

Profile

Motivated and detail-oriented professional with experience in financial advising, front office operations, customer service, and hospitality. Skilled in analyzing client data, providing tailored financial solutions, and ensuring operational excellence. Strong interpersonal communication, multi-tasking ability, and a methodical work ethic, with proven experience across healthcare, finance, and tourism sectors



Work Experience

Tirumala Tirupati multi state co-operative credit Society pvt ltd - Goa India

Customer Service Advisor

Feb 2021

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Apr 2025

- Customized financial solutions, including Recurring Deposit (RD) and Fixed Deposit (FD) schemes, based on individual client profiles and financial goals.
- Guiding through financial scrutiny to help optimize their savings.
- Maintained accurate client records and reports to support compliance, tracking, and performance reviews.
- Collaborated with internal teams to ensure smooth processing of deposit plans and customer satisfaction.

Feb 2018

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Feb 2019

Healthway Hospitals pvt ltd - Goa India

Front Office Executive

- Managed front desk operations, appointment scheduling, and patient reception.
- Coordinated with medical staff to ensure smooth daily operations.
- Resolved patient complaints and ensured patient satisfaction scores.
- Electronic medical records.
- Trained junior front desk staff on hospital software systems and service protocols

Mar 2017

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May 2019

Paulo Tours and Travels, Panjim - Goa India

Internship Trainee

- Customized travel itineraries for individual and group clients.
- Coordinated with transport, hotel, and tour vendors.
- Developed communication and negotiation skills.

Jul 2015

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Dec 2016

Seashore Beach Resort Calangute - Goa India

Front Office Executive

- Guest relations, front desk duties, and room bookings.
- Monitored Housekeeping needs through regular guest feedback.
- Reservation logs, room availability charts, and billing reports.

Oct 2013

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Oct 2014

Balu pharmacy - Goa India

Sales and Billing Executive

- Daily sales transactions, billing, and stock inventory.
- Product knowledge and dosage guidance.
- Timely Tracking and Restocking Medicines.

Mar 2011

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Sep 2013

Campal Health Services Pvt Ltd - Goa India

Sales and Billing Executive

- Reconciled daily transactions
- Customer orders and stock management.
- Record keeping and process improvement.