



# ABIGAIL FAY COUTINHO

CUSTOMER SERVICE EXECUTIVE / ADMINISTRATION

• +971504931838 • ABIGAILCOUTINHO12@GMAIL.COM • UAE DRIVING LICENSE 2024

---

## PROFESSIONAL SUMMARY

Dedicated 3 years customer service/Administration, Accounting professional with a passion for book keeping, resolving issues, and enhancing customer satisfaction. Strong communicator with a track record of managing high-volume inquiries, Admin tasks, building customer loyalty, and improving service efficiency along with Creative and results-oriented marketing professional with 3 years of experience in developing and executing successful marketing strategies.

---

## KEY ACHIEVEMENTS

- **CUSTOMER SATISFACTION IMPROVEMENT**

Increased customer satisfaction scores by 80% through effective complaint resolution, customer inquiry, fostering VIP loyalty.

- **CALL MANAGEMENT EFFICIENCY**

Handled 65% daily calls, improving inquiry resolution efficiency in call center operations.

- **SUCCESSFUL MARKETING CAMPAIGN**

Led marketing campaign achieving 70% uplift in brand awareness across allocated sales region.

- **ACCOUNTING**

Book keeping, Posting journal ledgers, Tally Ace, Quick books, Basic Knowledge of Odoo software

- **SALES TARGET ACHIEVEMENT**

Exceeded monthly sales targets by 60%, optimizing lead conversion rates and enhancing retention.

- **ADMIN/RECEPTIONIST DUTIES**

Performed Admin tasks and duties in coordination with the HR and Manager, scheduling meetings, Travel arrangements, Managing schedules.

---

## WORK EXPERIENCE

### Dubai International Driving Center | 2022 --- Present

#### *Customer Service Executive / Administration*

- Boosted customer acquisition by 70% with strategic marketing campaigns.
- Exceeded sales targets consistently through effective lead conversion plans.
- Enhanced customer retention via data-driven market analysis.
- Proficiency in marketing tools, CRM systems, and digital platforms and building valuable relationships with your customers & suppliers
- Strengthened vendor and partner relationships for seamless marketing execution.
- Improved customer satisfaction scores by resolving issues empathetically.
- Drove partnerships, build customer acquisition strategies, and identify growth opportunities.
- Managed administration and call center duties, handling 65% of daily calls.
- Support technology adoption and innovation to enhance the platform's offerings and efficiency.

### Online Productivity Solutions | 2021 --- 2022 (Goa)

#### *Administration Executive/ Accounts Assistant*

- Provided administrative support in call handling, message taking, and diary management
  - Prepared financial statements, balance sheets, and profit and loss reports
  - Creating itineraries and ensuring all travel logistics are coordinated smoothly.
  - Managed events by booking venues for foreign clients, Negotiating with vendors.
  - Arranged travel and accommodation for clients and in-house events
  - Supported customer service with timely responses and solutions to queries
  - Handled customer complaints, offering solutions within time limits
  - Documented financial transactions and prepared credit/debit vouchers
  - Assisting clients or visitors and ensuring a positive experience.
  - Arrange travel for team members and visiting clients to India and provide administrative support to the local team.
  - Experienced in team leadership, customer service, and financial management
-

**Dabolim Airport Goa | 2020 Part time ( Goa)**

*Ground Staff/ Baggage allowance operator*

- Directing Arriving/Departing passengers to respective areas.
  - Removing departing baggage from conveyor belts that transport luggage away from the baggage check area
  - Sorting and organizing departing baggage by flight based on the information encoded on baggage check tags
  - Checking entry requirements are met .
  - Checking baggage Allowance of weight as per the booked package
  - Performing pre- and post-flight administration duties
- 

## **SKILLS**

- CUSTOMER RELATIONSHIP MANAGEMENT
  - CRITICAL THINKING
  - TEAM LEADERSHIP
  - MULTITASKING
  - PROBLEM-SOLVING
  - STRATEGIC PLANNING
  - ORGANIZATIONAL DEVELOPMENT
  - TIME MANAGEMENT
  - MS OFFICE ( WORD, EXCEL, POWERPOINT, OUTLOOK)
  - ACTIVE LISTENING
  - ORBIT AND ORACLE SYSTEM
  - CRM SYSTEM
- 

## **LANGUAGES**

- ENGLISH - PROFICIENT
  - HINDI - PROFICIENT
  - KONKANI - PROFICIENT
  - URDU - ADVANCED
- 

## **EDUCATION**

- **BCOM - MAJORS IN ACCOUNTING AND FINANCE (2017-2020)**  
*ROSARY COLLEGE OF COMMERCE AND ARTS (GOA)*
- **MANIPAL INSTITUTE OF COMPUTER EDUCATION ( 2017-2019)**
  - *DIPLOMA IN E-FINANCE AND E- OFFICE*
  - *TALLY ACE CERTIFICATION ( ACCOUNTING MODULE )*