

Ralisha Koyyapraph

CUSTOMER SERVICE REPRESENTATIVE

CONTACT INFO

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Phone: 0545764640/ 0561258476

Place:Al Rigga,Dubai



PERSONAL PROFILE

As a dedicated and customer-focused professional, delivering exceptional service to customers across various industries. I am highly skilled in addressing customer inquiries, resolving issues, and providing timely solutions to ensure customer satisfaction. My excellent communication skills, both written and verbal, allow me to effectively engage with customers and understand their needs, while my problem-solving abilities help me turn challenges into positive outcomes. I am adept at managing high call volumes, handling complex issues with empathy, and consistently maintaining a positive attitude in fast-paced environments. My goal is to foster lasting relationships with customers by providing a friendly, attentive, and efficient service experience. I am also committed to improving company processes and collaborating with teams to enhance service delivery. With a strong passion for helping others and a results-driven mindset, I am confident in my ability to contribute to the overall success of the customer service team and the organization as a whole.

WORK EXPERIENCE

Customer Service Representative, Etisalat by E&

Go Talk General Trading L.L.C

2024 Feb-2025 June

- Serves as Sales Advisor
- Selling Etisalat Products and Services
- Interacting with potential clients and to be able to close deals
- Maintaining customer satisfaction
- Maintains KPI
- Achieving monthly targets
- Complaint handling

Accounts Assistant cum Administration

GoMakto Travel services, Oudmetha Dubai

2021 Dec-2023 Feb

- Bookkeeping:
 - Record daily financial transactions.
 - Maintain accurate and up-to-date ledgers.
- Accounts Payable and Receivable:
 - Process invoices and payments.
 - Monitor outstanding payments and follow up with clients or vendors.
- Bank Reconciliations:
 - Reconcile bank statements with company records.
 - Identify and resolve discrepancies.
- Financial Reporting:
 - Assist in preparing financial reports like profit and loss statements and balance sheets.
 - Help in month-end and year-end closing activities.
- Payroll Support:
 - Process employee salaries and deductions.
 - Maintain payroll records.
- Administrative Tasks:
 - Manage petty cash transactions.
 - Handle filing, record keeping, and other administrative duties related to finance.

**Receptionist cum Accountant,New
Madhavi Medicals,
Payyannur,kerala,India
2020 Oct-2021 Nov**

- Recording Financial Transactions:
 - Maintain accurate records of all financial transactions.
 - Ensure all transactions are correctly categorized and entered into accounting systems.
- Preparing Financial Statements:
 - Prepare balance sheets, income statements, and cash flow statements.
 - Ensure financial statements comply with accounting standards.
- Bank Reconciliation:
 - Reconcile bank accounts with company records.
 - Investigate and resolve discrepancies.
- Accounts Payable and Receivable:
 - Monitor and process payments to suppliers.
 - Track and collect outstanding customer invoices.

EDUCATION

- Bcom Computer Application
GASC,Kannur University 2017-20

SKILLS

- Communication Skills
- Problem-Solving Skills
- Technical Skills
- Product/Service Knowledge
- Positive Attitude
- Adaptability
- TeamWork

DECLARATION

I here by declare that the information provided above is true to the best of my knowledge and belief.

Place:
date:

Ralisha Koyyapraph