



SHILPA P

OFFICE ADMINISTRATIVE

CONTACT



+973 3658 9430



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shilpapalliyali@gmail.com



Isa Town, Bahrain

PROFILE

Detail-oriented and efficient Office Administrator with over 5 years of experience in managing office operations, providing administrative support, and ensuring smooth workflow. Proficient in handling scheduling, correspondence, data management, and customer service. Adept at implementing organizational systems, coordinating events, and maintaining a professional office environment. Strong communication, problem-solving, and multitasking skills, with a proven track record of enhancing office productivity and fostering a positive workplace atmosphere.

LANGUAGES

English
Malayalam
Tamil
Hindi - R/W

SKILLS

- EXPERT ATTENTION TO DETAIL
- EXCELLENT ORATOR/ PRESENTATION SKILLS
- ACTIVE COLLABORATION
- OUTSTANDING RESILIENCE
- PROACTIVE & COACHING STYLE LEADERSHIP
- PROBLEM-SOLVING & STRONG ANALYTICAL THINKING
- AGILE TEAM LEADER
- CUSTOMER SUCCESS
- STRONG & EFFECTIVE CHAMPIONSHIP
- COMPLEX PROBLEM-SOLVING SKILLSET
- OUTCOME ORIENTED & RESULTS-DRIVEN

Technical Skills: -

MS Excel, PowerPoint, Word -Microsoft Office

DOB :18-04-1990

NATIONALITY : INDIAN

EDUCATION

Bharathiyar University

Bsc.Computer Science 2008-2014

WORK EXPERIENCE

ALL CARE Veterinary Clinic W.L.L. (Bahrain) 2023 - Till Date

OFFICE ADMINISTRATIVE

- Greet and assist customers, creating a welcoming atmosphere for both pets and their owners.
- Implemented online ordering system for pet food and accessories, ensuring convenient customer experience; managed seamless product deliveries to clients' homes.
- Answer phones, schedule appointments, and provide information about pet care services.
- Maintain organized records of pet appointments, vaccinations, and customer information..
- Handle customer inquiries and resolve issues promptly, ensuring customer satisfaction.
- Manage payments, invoices, and receipts accurately, maintaining financial records.
- Monitor and maintain the cleanliness and tidiness of the reception area.
- Provide basic information on pet care, grooming, and training services to customers.
- Assist in administrative tasks such as filing, data entry, and inventory management.

HRH Next Services Pvt Ltd | 2021-2023

Quality Analyst

- Investigate consumer complaints and share actionable insights with the stakeholders
- Participate in calibrations with global quality teams
- Assist supervisor in dispute resolution by collaborating with operations and compliance
- Conduct huddles and sessions for agents and supervisors on top infraction reasons and share best practices
- Collaborate with Ops Supervisors/Managers to resolve process related questions and queries
- Partner with Ops /Learning&Development/Compliance to gain agreement and understanding on any significant updates to policy/new policies that have been rolled out in the call centre.
- Analyse historical data to build quality improvement initiatives and drive quality strategies across the business. Identify gaps and drive improvements in processes, products and overall consumer experience. Represent team and drive initiatives cross-functionally
- Embrace constant change with flexibility and good grace which demands strong deliverable. Partner with Operations and Training to ensure peers are constantly evolving, learning and improving
- Maintain working knowledge of policies and procedure & Perform Root Cause Analysis and identify trend. Share Quality score trends and top opportunity areas for the LOBs handled.

Technosoft Management | 2018-2020

HR Executive Cum Office Administrative

- Oversee daily office operations, ensuring a smooth and efficient workflow.
- Maintain office supplies inventory by checking stock and ordering items as needed.
- Provide comprehensive administrative support to senior executives and staff.
- Schedule meetings, appointments, and travel arrangements for executives.
- Answer and direct phone calls, emails, and other inquiries in a professional manner.
- Facilitated onboarding of new hires.
- Resolve administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
- Organize and maintain filing systems, both electronic and physical.

Spanco BPO Services Pvt Ltd | 2011-2013

Customer support

- Responding to customer queries in a timely and accurate way, via phone, email or chat
- Identifying customer needs and helping customers use specific features
- Utilised product knowledge and customer protocols to resolve issues efficiently and reduce wait times.
- Cross trained new hires.
- Achieved a 97% customer satisfaction rating for continuously providing excellent customer service.