

Neelima Renjith.

Cell # 504858950/+91 9746341827

E-mail: neelimaspilai@gmail.com

Objective:

I am a detailed oriented, team player with tremendous ambition looking for further growth in my career with an organization that offers the potential for advancement in an environmentally healthy and safe workplace.

Key Skills:

- Good Experience in Documentation for business immigration
- Compilation & Process Attendance Data
- Advertising & Shortlisting
- Conducting Interviews
- Preparing Letters
- Customer Complaints
- Working as Independent and Team Player
- Good Experience in Coordination
- Handling and Resolving complains of Employees
- Effective Communication Skills
- Handling matters with Confident

Professional Work History:

Polinsys Immigration Consultants Pvt Ltd, Cochin



- ❖ Consultancy which deals with PR programs, Education, Business Migration, Spousal work permit for Canada

Documentation & Client Relation (November 2019 - Till Date)

- Mainly deals with business migration clients for documentation (visit visa to ITA invitation)
- Collate, sort, sequence documents required for clients for the process.
- Comfortable with handling senior professional and high networth individuals.
- Updating the clients regarding the draw on each province through the mails.
- Deals with in Canada clients for the documentation of Spousal visa and PR card process.



Phykon solutions, Technopark, Tvm

- ❖ IP Camera Technical Support, Chat Support, Email Support, Technical Support inbound call center, outsourcing, customer services, Inbound call centre services, call centre outsourcing services.

Technical Support (December, 2017 to August 2019)

- Real time trouble shooting for wireless and wired cameras.
- Handling of installation issues, assisting in network set-ups and management, driver installation, software updates for the cameras.
- Router issues for setting up the product to clients network
- Port forwarding
- Testing and evaluating new technologies.
- Logging the queries of customers and employees.

- Analysis of call logs in order to discover any underlying issues and trends.

URS Certification Services, Deira,Dubai



- ❖ **URS** Middle East provides third-party **inspection**, testing and certification for Lifting and Non lifting equipments, No destructive testing, Pressure testing. Inspection training courses . ME is a holder of the international accreditation DAC - **Dubai** Accreditation Centre .

Admin/Business Coordinator (October 2015 to August 2017)

- Managing customer Coordination with Technical panel and understanding their requirements, defining job positions.
- Resourcing, screening and short listing resumes through various job portals or else internal reference, head hunting.
- Short listing the resumes based on desired skills and experience.
- Advertising vacancies, screening and short listing resumes.
- Conducting telephone and Personal interviews in coordination with department heads.
- Preparing offer letter, employment contract and job descriptions, completing joining Formalities and documentation.
- Responsible for creating and maintaining file system for quality and audit purposes.
- Assisting daily office needs and managing general administrative activities.
- Creating agendas and taking minutes of meetings.
- In-charge for arranging meetings and follow up with the client..
- Reviewing existing contracts and looking for growth opportunities.
- Ensuring that the sales database is always up to date and accurate.
- Implementing sales and marketing strategies and plans.
- Identifying prospective clients and then contacting them.
- Giving Healthy and Safety Trainings for labors under the rule of DAC.

CTL Infocom private Ltd,Kochi



- ❖ **CTL** is the well-known name in the corporate segment for providing various IT and infrastructure solutions also specialized in providing up-to-date Data and Voice solutions with excellent quality and competitive price

Admin Executive (June 2011 to February 2015)

- Managing all internal and external calls and requests (materials, fund, Service calls & any escalations).
- Site Report Management
- Customer satisfactory survey reports.
- Quality checking reports.
- Employees leave management.
- Ticketing.
- Monitor and prepare of payment & Receipt vouchers for payment arrangement to suppliers.
- Petty cash management
- Screening phone calls, enquiries and requests, and handling them when appropriate.
- Devising and maintaining office systems, including data management and filing.

Academic Qualifications:

Qualification	Institute	Year of Passing
Btech BBA	Anna university , India Dr.C.V.Raman	2011 2014

Professional Certification:

Certification	Year of Passing
Digital Marketing course	2020
Diploma in Computer Applications(Microsoft programs)	2015
Diploma in financial Accounting (Tally, Quick books)	
Operating systems:Mac,Windows,Android	

Personal Data:

Date of Birth : 8th, October 1989.
 Passport No : K165381
 Marital Status : Married

Languages:

- English
- Hindi
- Malayalam
- Tamil