



Kavsira PA

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Career Objective

A highly motivated and adaptable professional seeking a challenging position where I can contribute my skills in operations, client service, and administrative support to help drive organizational success. I aim to be part of a dynamic team where I can grow professionally, take on new responsibilities, and deliver meaningful results through dedication, efficiency, and strong interpersonal abilities.

Core Skills

- Sales & Operations Management
- Customer Relationship Management
- Immigration Counselling
- Data Reporting & Documentation
- Administrative & Front Desk Support
- Microsoft Excel & Advanced Excel
- Communication & Interpersonal Skills
- Time Management & Team Collaboration

Professional Experience

✧ Immigration Head

(Jleeb Al Shuyoukh /Kuwait)

Key responsibilities

- Managed the day-to-day operations of the migration department, ensuring smooth handling of client consultations, documentation, application processing, and post-submission follow-ups.
- Supervised and guided a team of counselors and admin staff, assigning tasks, monitoring performance, and ensuring service quality and compliance.
- Developed workflow systems and operational strategies to improve team productivity and client satisfaction.
- Provided personalized consultations to clients on various migration options such as study, work, and permanent residency programs.
- Assessed eligibility and recommended suitable visa or migration pathways based on client profiles and destination country requirements.
- Handled escalated or complex cases, ensuring accurate guidance and complete transparency throughout the process.
- Reviewed client files to ensure that all required documents—financial, academic records, declarations, and contracts—were complete, accurate, and in line with embassy requirements.
- Ensured all submissions followed up-to-date immigration policies and met documentation checklists.

- Prepared and submitted weekly and monthly reports covering client inquiries, application statuses, visa approvals.
- Monitored lead conversion rates and client retention metrics to ensure consistent departmental performance.
- Used CRM tools to track case progress and streamline internal processes.
- Conducted internal training for new team members on migration policies, client handling, CRM tools, and proper documentation procedures.
- Shared regular updates on changes in immigration laws and destination country regulations with the team.
- Ensured a positive, motivated, and well-informed team environment.

✧ **Sales & Immigration Counsellor**

(Salmiya / Kuwait)

Key responsibilities

- Provided personalized immigration guidance to clients based on their background, goals, and eligibility for various programs including work visas, student visas, and permanent residency.
- Delivered clear, accurate, and up-to-date information on immigration procedures, timelines, and documentation requirements.
- Conducted informative presentations and consultations for individuals and small groups, tailored to different immigration programs (e.g., Canada, Australia, Europe).
- Ensured that information shared was well-structured, compliant with regulations, and never misleading, enhancing client understanding and trust.
- Prepared detailed weekly and monthly performance reports on case statuses, lead conversion rates, and follow-up progress.
- Provided structured updates to management, ensuring transparency and timely decisions on pending applications.
- Oversaw preparation and organization of client documents including application forms, declarations, contracts, financial s, and educational records.
- Maintained confidential client files both physically and electronically, ensuring quick retrieval, data integrity, and compliance with storage protocols.
- Managed follow-ups with clients through phone, email, and in-person meetings to collect missing documents and clarify requirements.
- Acted as a liaison between clients and embassies, consulates, or third-party service providers to ensure application completeness.
- Supported strategic planning for complex immigration cases, helping clients choose the most suitable immigration streams.
- Prepared detailed case summaries, checklists, and timelines for each applicant, tracking deadlines and ensuring submission accuracy.

✧ **Receptionist / Administrative Assitant**

(Salmiya / Kuwait)

Key Responsibilities:

- Welcomed all clients and visitors with a professional and courteous approach. Managed guest registration and directed them to the appropriate personnel or department.
- Handled a multi-line telephone system, answered and screened incoming calls, forwarded them to the correct contacts, and provided timely responses to routine inquiries.
- Coordinated appointments, scheduled meetings, and managed internal calendars. Assisted staff with travel bookings and meeting logistics.
- Maintained organized filing systems (digital and paper). Processed incoming/outgoing mail and ensured accurate distribution. Prepared official correspondence, forms, and reports as required.

- Monitored office inventory and placed orders when needed. Coordinated with vendors and service providers to ensure smooth day-to-day operations.
 - Acted as a reliable point of contact for staff and clients. Provided assistance to HR and management teams for clerical duties, internal communications, and event coordination.
 - Supported basic social media updates and customer queries via online platforms.
- Ensured timely communication through emails and messaging tools

Education

Bachelor of Science (B.Sc.) in Computer Science
University of Calicut – Kerala, India | 2019
Grade: 71.8% | Subject Topper

Pre-University – Vocational Higher Secondary
Kerala, India | 2016
Grade: 81.6%

Secondary School (SSLC)
Oxford English High School – Karnataka, India | 2014
Grade: 85.1%

Certifications

- Advanced Microsoft Excel (Certified)
- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook

Awards & Achievements

- B.Sc. Computer Science Subject Topper
- Multiple Cultural Participation Awards
- National Service Scheme (NSS) Certified Volunteer

Visa & Personal Details

- Article 18 Transferable Visa (Ahli)
- Civil ID: 298042402184
- Expiry Date: 14/04/2026
- Nationality: Indian
- Languages Known: English, Hindi, Malayalam, Kannada, Tamil