

# MARY VIDHYA K

## Operations Assistant

As an experienced Operations Executive with a background in Sales Assistance and Customer Service, I have developed a diverse set of skills that enable me to excel in a variety of roles. I possess a strong understanding of logistics and supply chain management. I have a passion for providing exceptional customer service and thrive in a fast-paced, dynamic environment. My exceptional communication and problem-solving skills, attention to detail, and ability to multitask make me an asset to any organization.

### KEY SKILLS

Supply Chain Management

Quotation submission & follow-up

Customer Service

Complaints Management

Sales Order Processing

Sourcing Provisions

Training & Mentoring

Logistics Coordination

Office administration

Email management

Reporting

### PERSONAL DETAILS

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maryvidhya@outlook.com

Address Bur Dubai,  
Dubai, UAE

Nationality Indian

D.O.B 03<sup>rd</sup> July 1990

Gender Female

Marital Status Single

Visa Status Employment Visa

### ACADEMIC CREDENTIALS

**2011** **B.Sc Biotechnology**  
Bharathiyar University  
India

**2008** **HSE**  
Board of Higher Secondary  
Examination, Tamil Nadu

**2006** **SSLC**  
Board of Public  
Examination, Tamil Nadu

### LANGUAGES

- English
- Malayalam
- Tamil

### SOFTWARE PROFICIENCY

- MS Excel and Office
- Outlook
- Microsoft Dynamics AX 365

### EMPLOYMENT CHRONICLE

#### ❖ Operations Executive

Mar 2019 – Present

(Sales Assistance/Customer Service)

SEVENSEAS SHIPCHANDLERS, Dubai, UAE

Seven Seas is a global maritime services group that specializes in providing general ship supplies, stores, provisions, and leading technical maritime brands through its extensive global network. Founded in 1971, Seven Seas operates throughout the Asia Pacific, the Middle East and Africa, Europe, and the Americas, with a global network.

#### Key Responsibilities

- Functioning as an SME and respond to queries from associates from various regions and locations.
- Collaborated with sourcing agents to obtain quotes from vendors, processed margins, and terms, and provided quotes to vessels/cruises.
- Coordinated with vendors and the sourcing team to answer customer inquiries.
- Followed up with customers/vessel masters to ensure orders were secured and processed as sales orders in the system.
- Worked with procurement, logistics, and warehouse teams to arrange order delivery as per vessel/ship ETA at the relevant ports.
- Communicated with customers and agents about undelivered items, processed returns, and managed incorrect/delayed supplies.
- Responded to various customer, agent, and logistics inquiries via email related to prices, delivery ports, delivery charges, launch service arrangements, and exports to other ports.
- Addressed after-sales complaints/feedback and resolved any invoice discrepancies.
- Acted as a subject matter expert for teams in various regions.
- Supports the sales team by collecting and analyzing data, preparing sales reports, and assisting with the creation of proposals and presentations.
- Processes sales orders, including order entry, tracking, and fulfillment, to ensure that customers receive their orders in a timely manner.
- Provides administrative support to the sales team, including managing calendars, scheduling meetings, and preparing sales reports.

#### ❖ Call Center Agent

May 2016 - Apr 2018

ASTER DM HEALTHCARE - Dubai, United Arab Emirates

Aster Healthcare is one of the Leading healthcare sectors in UAE with multi number of Hospitals, Clinics and Pharmacies, providing necessary patient care treatments across UAE and various locations.

## CERTIFICATIONS

- Trainer Certification from Dell International Services India (P)Ltd, Coimbatore, Tamil Nadu
- Six Sigma Yellow Belt Completion from Dell International Services India (P) Ltd, Coimbatore.
- Attended Programs to the Topics Accuracy as a Culture, Email Etiquettes, and Presentation Skills etc.

## HOBBIES



Watching Cricket



Reading Books

## E-LEARNINGS & CERTIFICATIONS in 2024

- Basics of Supply Chain Management
- Leadership Skills for Beginners
- Data Science Foundations
- Systematic Incentive Thinking Innovations

### Key Responsibilities

- Assisting with insurance-related inquiries.
- Scheduling appointments for patients quickly.
- Providing customer service by helping to clarify various queries or questions that clients may have.
- Responding to customer phone calls and helping them with appointments, insurance, and other inquiries.
- Recording patient feedback and complaints.
- Maintaining quality in work processes.
- Training and guiding new employees.

### ❖ **Medical Records Associate and Trainer**

May 2011 – Nov 2015

#### **DELL INTERNATIONAL SERVICES INDIA (P) LTD, Coimbatore, India**

Dell International Services located in India and provides a wide range of IT services and solutions to clients globally. The company offers expertise in areas such as IT infrastructure management, software development, technical support, consulting, and outsourcing.

### Key Responsibilities

- Conducting training for the team and new hires.
- Serving as a subject matter expert and answering team queries through online tools.
- Communicating work updates and feedback to clients/customers and conducting weekly training for the team, including mentoring new team members.
- Providing customer service by addressing various queries and questions raised by clients.
- Ensuring quality in the work process and providing necessary guidance and feedback to meet quality standards.
- Reporting ongoing process updates, quality standards, and production/quality details to managers.
- Verifying the quality of healthcare documents at the final stage, which have been processed through various stages by different users.

## RESEARCH, PROJECTS & PRESENTATION

- Clinical Provider – Error reduction Project in Dell Internationals Pvt Ltd (2014).
- Paper Presentation on Extra Cellular Production of Amylase in Nandha Arts & Science College, Coimbatore on 18th Feb, 2011
- Paper Presentation on Vaccine Production in SNR Sons College, Coimbatore on 19th March 2010
- Poster presentation on Stem cell research on Spinal cord injury in Government Arts College, Coimbatore on 5th February, 2010.
- Poster presentation on Bio resources conservation & Management in PSGR Krishnammal College for Women, Coimbatore on 8th & 9th January, 2010.
- Poster presentation on Medical Biotechnology- Swine Flu in Dr. NGP Arts & Science College, Coimbatore on 18th & 19th December, 2009.
- Project on production of extra cellular Amylase enzyme from Cassava waste for UGC, New Delhi.
- Project on production of Gelatin from bone particles for sterling Biotech Private limited, Nilgiris.

## DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

**MARY VIDHYA K**