



## ARUNA P

### CUSTOMER CARE EXECUTIVE

Experienced Customer Care Executive with a strong background in client relationship management, problem resolution, and service excellence. Skilled in handling customer inquiries, providing timely solutions, and ensuring high levels of satisfaction. Adept at maintaining accurate records, managing documentation, and assisting with accounting tasks, including invoice processing, payment tracking, and basic financial reporting. Demonstrates excellent communication skills, multitasking abilities, and attention to detail. Proven ability to work in fast-paced environments while supporting operational and administrative functions. Committed to delivering professional support, building customer trust, and contributing to overall organizational efficiency and success.

### CONTACT

- +966 571315047
- [arunapanneri@gmail.com](mailto:arunapanneri@gmail.com)
- Kannur, Kerala, India

### SKILLS

- Customer Relationship Management
- Problem Resolution
- Customer Service Excellence
- Inquiry Handling
- Timely Issue Resolution
- Record Keeping
- Documentation Management
- Accounting Assistance
- Invoice Processing
- Payment Tracking
- Financial Reporting
- Communication Skills
- Multitasking
- Attention to Detail
- Operational Support

### LICENSE DETAILS

DL Number : KL13 20220002593  
Issue Date : 22/02/2022  
Validity : 21/02/2032

### ADDITIONAL INFO

Nationality : Indian  
Marital Status : Married  
Gender : Female  
D O B : 12/03/1989  
Passport No : U2849477  
Validity : 06/12/2030

### LANGUAGES KNOWN

English, Malayalam, Hindi

### WORK EXPERIENCE

**CUSTOMER CARE EXECUTIVE** | Jan 2013 – Dec 2015 | May 2022 – Sep 2024  
**FATHIMA GOLD, KERALA, INDIA**

- Responded promptly and professionally to customer inquiries via phone, email, and in-person.
- Resolved complaints and issues effectively, ensuring high customer satisfaction levels.
- Maintained and updated customer records and service databases accurately.
- Assisted in processing invoices, payments, and basic accounting tasks.
- Coordinated with internal teams to address service requests and operational issues.
- Followed up with clients to ensure timely resolution of concerns.
- Prepared regular reports on customer feedback, trends, and complaints.
- Provided product and service information to clients, guiding purchase decisions.
- Trained and supported new team members in customer service protocols.
- Implemented improvements in customer service processes to enhance efficiency and satisfaction.
- Monitored daily customer interactions to ensure compliance with company policies and quality standards.
- Handled account reconciliation and assisted in tracking receivables and payments.
- Coordinated with vendors and third-party service providers for smooth customer service operations.
- Identified recurring issues and suggested process improvements to enhance overall customer experience.

### EDUCATION

- Bachelor of Science (B.Sc.) in Physics**  
Taliparamba Arts & Science College, Kannur University, Kerala, India
- Plus Two – Computer Science**  
G.B.H. School, Cherukunnu, Kerala Board of Higher Secondary Education

### TECHNICAL KNOWLEDGE

- Operating Systems:** Windows 98, 2000, XP, Vista, MS-DOS, Linux
- Database Administration:** SQL, Oracle
- Programming Languages:** C, C++, Lisp, ASP, VB.Net, Java, Assembly Language (MASM)