

Address:  
Al Qusais, Dubai.  
Phone:  
+971 50 9650114  
Email:  
nimiponnu22@gmail.com

# NIMISHA A B



## Summary

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Senior Customer Service Executive & Receptionist, Admin, Account assistant & Operation Coordinator, with 10 years experience with communication and organizational skills necessary to serve as the first point of contact and to manage general administrative tasks. Experienced with complex filing systems, both physical and digital, in addition to scheduling, supply management and customer relations.

## Skill Highlights

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- Expert organizational skill
- Strong decision maker
- Complex problem solver
- Proactive
- Innovative
- Service-focused

## Experience

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### **Accountant** (Temporary - Mar 2022 to June 2022)

**AFC Freight Services LLC, Dubai.** (One of the biggest freight for & shipping company in UAE)

- Manage all accounting transactions
- Handle monthly closings
- Manage balance sheets and profit/loss statements

### **Receptionist & Customer Service Executive** (Sep 2011 to Jan 2022)

**VPS Lakeshore Hospital & Research Centre, Nettor, Kerala**

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Interact with customers to address their concerns.
- Greeting to the patients and visitors appropriately and guiding with necessary service and procedural information
- Recorded and verified insurance information by contacting insurance companies over the telephone or through email.
- Data entry for doctor's prescription and test
- Created and maintained effective liaison with vendors and suppliers to ensure timely delivery of medical equipment and supplies.

**Accounts Assistant (2011 to July 2011)**  
**Visioncare Product Ltd. Cochin, Kerala**

- Follow up with customers for payments.
- Keeping account register and systems up to date
- Update accounts receivable and issue invoices
- Petty cash handling
- Reconcile ledgers monthly and quarterly

## Education

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**M.Com** (Master of Commerce – 2010 MG University Kerala)

**B.Com** (Bachelor of Commerce – 2007 MG University, Kerala)

**H.Sc** (Higher Secondary – 2004 Board of Higher Secondary Education, Kerala)

**SSLC** (Secondary School Leaving Certificate - 2002 Board of Higher Secondary Education, Kerala)

## Languages Known

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English

Malayalam

Hindi

## Personal Details

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Marital Status : Married  
Date of Birth : 24th Feb 1987  
Gender : Female  
Passport Number : V4103073  
Visa Status : Visit visa

## Declaration

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I hereby confirm that all the details furnished above are authentic and accurate to the best of my belief

Dubai

Nimisha AB