

# Anu Catherine Varghese

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## CAREER OBJECTIVE

Seeking a position with scope for individual betterment in a progressive organization where my skills and expertise can be fully utilized to achieve maximum development of the organization and self-growth.

## PROFESSIONAL EXPERIENCE

**Heralds International Overseas Educational Consultant; Ernakulam, Kerala** **July 2022 – December 2022**  
**Admission Processing Executive and Visa Application Processor**

- Guiding students with applications and forwarding student applications to universities.
- Assist students with application, enrollment, testing and registration processes or other specific student support services which may include specific aid and eligibility guidance.
- Research information about Universities, Courses, Fees and Payment structure, Embassy websites etc. for applicants and communicating the same to them.
- Record all documents applicant has provided and fill out forms with respect to the universities applied.
- Work in-liaison with other colleagues to ensure consistency of documentation practice across the process.
- Maintaining and recording all applicant communication, reviewing all applicant cases to ensure all applications are processed.
- Ensure documentation integrity and control access to documents.

**Royal Prince Auto Care; Dubai, UAE** **February 2022 – July 2022**  
**Customer Care Representative**

- Understanding Automotive market – Car Brands, Types and Models; Tire Brands, Patterns and Sizes.
- Understand customer's needs and expectation – meeting to their requirements and customizing their requirement service – Providing the best possible solution for the customers' needs.
- Up-sell and cross-sell company products and services offered by the outlet to maximize sales.
- Create job order and schedule jobs to operational staffs and follow-up on job progress with workshop staffs and update customers accordingly.
- Being always professional and approachable, providing an excellent service to all customers and managing time in the workplace.

**Indian Oil Corporation Ltd. (Indane Distributor – M/S Geo Flames); Kottayam, Kerala** **April 2021 – January 2022**  
**Administrative Officer**

- **Accounting/Cashier**
  - Manage transactions with customers using cash registers.
  - Collect payments whether in cash or credit, respectively.
  - Checking & verifying bills, invoices, and other receipts – maintaining the same in excel, day-to-day book and balance book.
  - Cross-sell products and introduce new ones.
  - Track transactions on balance sheets (in Excel) and report any discrepancies, salary and incentive calculation for other employees.
- Customer assistance during enquiries and sale, maintaining relationship with existing customers and maintaining low customer attrition by timely follow-up and providing good service.
- Maintaining day-to-day office supplies, inventory management and stock keeping – placing orders and managing stocks.
- Preparing and maintaining expense reports of other employees and matching with the office budget provided, providing the remuneration respectively.
- Organizing phone calls, mails, schedule appointments and meetings with respective to the availability of the client and senior management.
- Being the liaison between the employees and management to handle requests and queries.

**Giza Developers Pvt.Ltd.; Calicut, Kerala** **April 2020 – April 2021**  
**Business Administrator and Business Development Officer (Corporate Sales)**

- Lead collection of potential clients and investors all over Kerala by extracting leads from database, brokers, work sites another firms.

- Maintaining reports on daily tasks & daily submission of sales and engineering team, staff attendance & salary calculation.
- Administration role of Spring Ever supermarket chain involving hiring process and on-boarding new members to the team, meeting up with distributors, restaurants, shops, parlors, car service centers etc. for tie-ups.
- In-charge of Spring Ever online selling platform – Whatsapp supported Whatshop.
- Shadowing business heads and directors for client visits, investor meeting, identifying, and studying target location for supermarket chain “SpringEver”.
- Strengthen relationship with existing customers, clients, and shareholders.
- Collaboration with other team such as engineering team, design & architecture team, technical support team and accounts for smooth functioning and workflow.

### TECHNICAL SKILLS

- Programming Languages - C, C++, Java & Python (Django Framework)
- Web Languages - HTML, CSS, JavaScript & PHP
- Database - MySQL
- MS Office - MS Excel, MS PowerPoint & MS Word

### SCHOLASTIC REPORT

Degree	Institute	Year
Bachelor of Computer Applications	St. Berchmans College, Changanassery	2019
12 <sup>th</sup> Standard (Computer Science)	St. Peters HSS, Kurumpanadom	2016
10 <sup>th</sup> Standard (Science)	St. Shantals High School, Mammood	2014

### PERSONAL DETAILS

Date of Birth	- 27/05/1999
Passport Number   Issue Date   Expiry Date	- U4569907   13/07/2020   12/07/2030
Marital Status	- Unmarried
Languages Known	- English, Malayalam & Tamil
Hobbies & Interests	- Reading, Passionate about Music & Dance, Creative Writing & Drawing

### ACHIEVEMENTS & EXTRA CURRICULAR ACTIVITIES

- Chief coordinator for a job fair called ‘Disha’ in college.
- Represented school in sub-district level quiz competitions.
- Published poetry & drawing works in college & school magazines.