Remya P
Administrative Support & Customer Relations Specialist

Summary

A highly adaptable professional with over 6 years of experience in administrative support and customer relations across diverse industries such as education, hospitality, finance, and IT. Proven expertise in managing client interactions, coordinating logistics, and delivering exceptional support in fast-paced settings. With 1 year of experience in DevOps, I specialize in developing and optimizing CI/CD pipelines using Linux, Git, AWS, Ansible, and Terraform. My strong organizational, communication, and problem-solving skills enable me to seamlessly integrate technical and administrative functions to enhance team performance and achieve operational success.

Work Experience

Credit Collection Management Executive
Mahindra Holidays & Resorts India Ltd , Kochi , Kerala , India

Apr 2022 - Sep 2022

- Provided administrative support to the CCM department by managing communications with Club Mahindra members.
- Organized client meetings to resolve membership-related disputes and assisted in booking holidays as per member preferences.
- Handled correspondence regarding membership payments and new offers, ensuring timely payments and resolving client issues through collaboration with higher management.
- Coordinated scheduling and follow-ups with clients, ensuring accurate documentation and report generation

Financial Consultant
HDFC Life , Calicut , Kerala , India

Mar 2020 - Mar 2022

- Delivered remote administrative support and customer service for client queries on insurance and savings policies.
- Maintained client records, tracked communication, and ensured timely follow-ups for policy renewals and payments.
- Handled digital documentation, scheduled meetings, and collaborated with team members to meet sales and client service targets

Project Service Coordinator - IT Support
Zerone Technologies WLL , Doha , Qatar

Oct 2015 - Dec 2016

- Provided administrative support within the IT Support division, assisting in coordinating with project managers, purchase, and logistics teams.
- Managed documentation, service logs, and project schedules, tracking completion times for projects.
- Coordinated client meetings and discussions for BMS, CCTV and ACS IP Telephony projects across several high-profile properties in Qatar.
- Assisted in logistics planning , booking materials ,and ensuring adherence to project deadlines

Office Incharge
Trinity Institute , Calicut , Kerala , India

Jul 2011 - July 2014

- Handled inquiries and assisted students, faculty, and visitors with information on courses, schedules, and institute policies.
- Assisted in recruitment and onboarding of new staff, as well as training staff on office procedures and systems.
- Coordinated with vendors for office supplies and managed inventory to prevent shortages
- Maintained and organized records, files, and documentation, including attendance records, fees, and other student data.

Contact

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- 🟢 +91 8606252918
- in www.linkedin.com/in/remya-anurag
- 📍 Kerala , India | Currently in Qatar

Skills

Technical Proficiencies

- MS Office Suite
- Google Workspace
- MS Teams
- MS OneDrive
- Dropbox
- Talisma CRM Software
- AWS Cloud Services
- DevOps Tools

Soft Skills

- Leadership & Initiative
- Excellent Communication Skills
- Problem Solving & Adaptability
- Time Management & Organization
- Proactive & Self-Motivated
- Emotional Intelligence
- Customer Service Orientation
- Teamwork & Collaboration
- Attention to Detail
- Conflict Resolution
- Multitasking Ability
- Active Listening
- Relationship Building
- Critical Thinking
- Flexibility and Agility

Languages

- English
- Malayalam
- Hindi
- Tamil

Education

BTech in Electrical & Electronics

Govt. Engineering College Idukki
Aug 2007 - May 2011 | 73%

Certification

- Microsoft Office Specialist
- Hospital Administration
- Certified Business Accountant

Short Courses

- **AWS DevOps Internship**
  Techmindz Infopark - Kochi
  Nov 2023 - Nov 2024