

AARUSHI RAVI

Office Administrator

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Location: Sharjah, UAE

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PROFESSIONAL SUMMARY

A highly organized and detail-oriented professional with a strong educational background in MCOM and BBA. Experienced in office administration, customer service, and accounts management. Proven expertise in managing administrative tasks, enhancing customer satisfaction, and maintaining office efficiency. Worked with reputed organizations like Eduflair Learning Solutions (German Language Institute), SBI CAP Securities, and Delta Travels & Holidays LLC. Eager to leverage skills in office administration to contribute to a dynamic team and drive organizational success.

EXPERIENCE

Office Administrator

Eduflair Learning Solutions (German Language Institute) | 2023 - 2024

- Managed student fee collection and ensured accurate tracking of payments.
- Logged company bank transactions, cross-checked entries, and maintained financial records in Excel.
- Supervised front office operations, providing excellent customer service and handling inquiries.
- Administered petty cash, ensuring appropriate disbursements and accurate recordkeeping.
- Prepared and maintained billing statements, ensuring timely and accurate invoicing.
- Supported the preparation of balance sheets and assisted in financial reporting.

Customer Service Executive

SBI CAP Securities | 2022 – 2023

- Effectively resolved customer queries and issues, maintaining a high level of satisfaction and fostering long-term relationships.
- Assisted customers in completing application forms and KYC procedures, ensuring compliance with regulatory requirements.
- Communicated and informed customers about their pre-approved offers, contributing to an increase in customer engagement and product adoption.

Admin & Accounts Intern

Delta Travels & Holidays LLC, Dubai | 2017 – 2018

- Managed daily financial transactions, implementing streamlined processes that reduced processing errors by 15%.
- Oversaw overstay follow-ups, successfully minimizing compliance violations by 20% through proactive management and accurate record-keeping.
- Processed absconding reports and financial documentation, ensuring precision and compliance with company policies and regulations.

EDUCATION

Advanced Certification in Taxation & VAT

- 2024 – 2025 (Ongoing)

Master of Commerce (MCom) in Finance

- 2019 – 2021
- Calicut University

Bachelor of Business Administration (BBA)

- 2014 – 2017
- Calicut University

PROFESSIONAL SKILLS

- Student Fee Collection
- Payment Tracking
- Financial Record Maintenance
- Excel Data Management
- Bank Transaction Logging
- Front Office Operations
- Customer Service
- Inquiries Handling
- Petty Cash Administration
- Billing Statement Preparation
- Invoicing Accuracy
- Balance Sheet Preparation
- Financial Reporting Assistance
- Customer Satisfaction
- Application Forms Assistance
- Pre-approved Offers
- Product Adoption
- Financial Transaction Management
- Process Optimization
- Overstay Follow-ups
- Compliance Management
- Document Accuracy
- Regulatory Compliance
- Time Management
- Multitasking
- Team Work

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

PERSONAL INFO

- Nationality: Indian
 - Date of Birth: 10/01/1996
 - Gender: Female
 - Visa Status: Spouse Visa
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