



Al Majaz-3 Sharjah

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ROCHELLE CHERIAN

SKILLS

Excellent in oral and written communication

Trustworthy and ethical. Quick learner

Confident and poised in interactions with individuals at all levels

Ready, willing and able to perform duties as may be assigned from time to time.

Skilled in all aspects of office administration, organization of filing systems, use of electronic office Equipment.

Fundamental knowledge of processes, methods and procedures in Administration.

EXPERIENCE

Name of Company: AL KALOTI REAL ESTATE

Designation: Admin / Back-office Executive

Duration: June 2022 – Present Day

Place: Sharjah, UAE

Responsibilities:

- Performing market research.
- Gathering and processing research data.
- Performing basic admin duties including printing, sending emails, and ordering office supplies.
- Assisting and coordinating with the sales team.
- Assisting the Front Office team.
- Assisting with inventory control.
- Organizing staff meetings and updating calendars.
- Processing company receipts, invoices, and bills.
- Assisting and supporting management.
- Ensuring documents adhere to legal, organizational, and contractual policies.
- Lead the analysis of research to develop situational scenarios, conveying the pros and cons of each which will be documented and used when management makes decisions about the company's future.
- Drafted memos, letters, emails, and other forms of communication for managers and executive staff members.
- Scheduled meetings between staff members and with clients and oversaw the conference room bookings to reduce the chance of double-bookings.
- Acted as liaison between departments and clients to ensure adequate communication about projects.
- Collaborated with managers and the security team of the building to conduct safety training

Name of Company: AL MADA LOGISTICS & TRANSPORT

Designation: Freelance Consultant

Duration: April 2019 – April 2022

Place: Sharjah, UAE

Responsibilities:

- Communicate with and meet with clients when needed
- Perform initial assessments for each client before the project begins
- Collect as much information about the client's business as possible
- Understand clients' needs and wants
- Understanding the concerns of customers, demonstrating a positive attitude, and taking swift action to resolve issues with operations
- Being accurate with details since even slight errors can result in major delays and wasted resources
- Interact with suppliers, company employees, and customers on a regular basis to gather information or explaining solutions based on each client and project
- Troubleshooting inefficiencies, coordinating complex processes, and collaborating with employees to execute changes in operations.
- Controlling and monitoring the validity and accuracy of prices mentioned on outgoing quotations and incoming orders.
- Updated and maintained customer information database on regular basis.
- Assisted the management & fellow staff members in development of advertising and promotional programs, social media marketing and telemarketing plans.
- Develop strong customer relationships in order to generate high volume of prospective clients.
- Processing sales orders and liaising with customers & Liaising with suppliers
- Generation & maintaining sales documentation, invoices, customer records, stock controls, data entry
- Preparing quotations, Proforma Invoices and correspondences.
- Ensuring timely issuance of shipping instructions.
- Other duties as in requested by management.

Name of Company: OPTION TRAINING INSTITUTE FZ LLC

Designation: Business Development Executive

Duration: March 2015 to November 2015

Place: Dubai, UAE

Responsibilities:

- Worked with the management to develop and implement business development strategies.
- Coordinated with management and clients to identify business development opportunities with existing and new clients.
- Worked with the team to achieve short- and long-term revenue and profit growth.

- Taking Part time classes for IELTS General Module.
- Participated in meetings to report business prospect and status updates to management and clients.
- Written proposals, brochures and various other business informational letters.
- Guided, trained and motivated fellow staff members to meet or exceed the sales performance targets.
- Established strong customer relationship by providing accurate and timely information to customers regarding inquiries such as Courses offered, Fees, Discounts and other concerns.
- Conducted market competitive analysis to develop roadmap and sales strategy to secure new business.
- Assisted the management & fellow staff members in development of advertising and promotional programs, telemarketing plans and Educational exhibitions.
- Coordinate academic counselor functions with that of admissions, finance and academics personnel.
- Respond proactively to student inquiries and requests regarding their academic issues.
- Develop and implement strategies to promote students' academic progress and performances.
- Prepare administrative reports for the senior management team.
- Handle office correspondence and filing systems.
- Handle information requests from clients and visitors.
- Arrange, schedule and organize board meetings, staff meetings and other departmental meetings when required.
- Maintain a knowledge repository of clients, referrals, RFPs, prospects and presentations.
- Develop strong customer relationships in order to generate high volume of prospective clients.
- Manage customer calls and appointments effectively for new opportunities.

Name of Company: United Agencies (PVS INTERNATIONAL)

Designation: Operations Officer, Sales Coordination

Duration: Feb 2014 to Aug 2014

Place: Dubai, UAE

Responsibilities:

- Processing sales orders and liaising with customers & Liaising with suppliers
- Generation & maintaining sales documentation, invoices, customer records, stock controls, data entry
- Preparing quotations, Proforma Invoices and correspondences.
- Ensuring timely issuance of shipping instructions.
- Reviewing all orders of major customer, tracking shipment of orders and timely delivery, coordinating shipments from warehouse to customer, managing documentation.
- Entering sales contracts, processing demurrage claims, commissions, and issuance of debits and credits, follow up on collections.
- Handling queries from customers, subsidiaries and overseas offices regarding order documents and shipments
- Managing the sales and logistical processing of customer orders, includes coordination with vendors, sales staff, customer service representatives, warehouse and shippers.
- Accurately verifying Bills of Lading, Certificates of Origin, Invoice, Packing list, Freight forwarder documentation and Phyto-sanitary Certificate.
- Handling ERP Focus on daily basis for proper database.
- Answering Client inquiries regarding availability, documentation, prices, dispatch and delivery.
- Following up with clients regarding pending quotations/pending orders/discrepancies in deliveries.

Name of Company: South Indian Bank Ltd

Designation: Clerk (Executive)

Duration: May 2010 to Oct 2012

Place: Mysore, India

Responsibilities:

- Responsible for accepting payments, sanction withdrawals, verify cheques, issue demand drafts & help in other banking related services to the customers.
- Handling clearing cheques / Cashiering / Data entry.
- Responsible for back office work like receipts collection, cash ledger maintenance, tally the balances and key in all transactions of the day into the software.
- Direct sales of Debit Cards, SMS Schemes, Internet Banking Facilities, Loan offers and other third-party services of the company.
- Assist clients in choosing a scheme related to their financial needs.
- Handling KYC details of clients.
- Develop and maintain an effective network and relationship with the existing and prospective clients and increase the span.
- Responsible for complete back office and front office.
- Live wire between the branch Manager and the clients.
- Initial counseling of prospective customers reaching out to us for new business tie ups.

EDUCATION

- 2011: MBA, HR & Customer Relationship Management (Chennai, India)
- 2008: BA, Psychology & English Literature (Bangalore, India)

AWARDS

Employee of the month & Employee of the Financial Quarter Twice Each. From THE SOUTH INDIAN BANK LTD.

LANGUAGES KNOWN:

English, Hindi, Marathi, Tamil, Malayalam, Kannada.

IELTS – Overall Band Score 8.0

BIO

Gender: Female

D.O.B: 05 April 1987

Place of Birth: Kerala, India

Marital Status: Married

Visa: Husband Sponsorship

References can be provided on request.

THANKS & REGARDS *ROCHELLE*