
RESHMA VIJAYAN R

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PROFESSIONAL SUMMARY

CAREER OBJECTIVES Dynamic professional with 6 years of versatile experience across customer service, project management, office management, project coordination, data entry, document control, and business Consultant domains. Skilled in contract review, negotiation, and timeline management, with a strong focus on quality assurance.

WORK HISTORY

Business Analyst, 01/2019 -01/2024

Kerala State Electronics Development Corporation Limited (KELTRON)

- Meet with clients to understand their business objectives, challenges, and requirements. Provide expert advice and recommendations on software solutions and strategies to help them achieve their goals
- Orchestrated end-to-end software implementation projects, developing comprehensive project plans, allocating resources, tracking progress, and ensuring on-time delivery of solutions within budget; achieved a 20% increase in customer satisfaction ratings.
- Fostered and sustained impactful client relationships by serving as a trusted advisor and primary point of contact for software-related inquiries, resulting in a 20% increase in client satisfaction scores and identifying opportunities for upselling and service expansion.
- Create comprehensive documentation, reports, and presentations to effectively communicate findings, recommendations, and project progress to clients and stakeholders. Emphasize precision and clarity in all presented information.
- Manage project execution, including scheduling and monitoring throughout implementation, testing, and deployment phases.
- Customer Relationship Management and Vendor Relations: Cultivated and managed relationships with key clients and vendors.
- Documentation: Prepared project proposals and internal documentation.
- Requirement Analysis: Conducted requirement analysis to identify customer needs and optimize existing operations.
- ERP Experience: Proficient in ERP systems and adept at preparing sales invoices for government departments.
- Tender Document Preparation: Developed detailed tender documents, including Bid Documents and Requests for Proposals (RFPs), within set deadlines, facilitating effective identification of partners as directed by management.
- ISO Documentation (ISO 9001-2015): Ensured compliance with ISO 9001-2015 standards through meticulous documentation and quality management services.

Advanced Trainee 11/2016 -04/2017

Kerala State Electronics Development Corporation Limited (KELTRON)

Proficient in internal document preparation, drafting responses to customer inquiries, billing, customer communication, debtor analysis, tender document preparation, capital sanction preparation, budgeting, sales reversal analysis, and manpower requirement analysis

Graduate Apprentice 10/2015 -10/2016

Kerala State Electronics Development Corporation Limited (KELTRON)

Proficient in internal document preparation, drafting responses to customer inquiries, billing, customer communication, debtor analysis, tender document preparation, capital sanction preparation, budgeting, sales reversal analysis, and manpower requirement analysis

SKILLS

MAJOR SKILLS

- Excellent verbal and written communication skills
- Basic computer proficiency (Microsoft Office Suite)
- Strong interpersonal and customer service skills
- Efficient multitasking and time management
- Problem solving and adaptability
- Multi-tasking
- Meeting Planning
- Office Administration
- Data Entry
- Typing Speed

EDUCATION

Bachelor of Technology: Computer Science and Engineering.

Lourdes Matha College of Science and Technology.

2014

Kerala University

LANGUAGES

English

Upper intermediate

Malayalam

Native

Tamil

Intermediate

Hindi

Beginner

PERSONAL DETAILS

Date of Birth/Age: 14/02/1992

Married Status: Married

Gender : Female

Nationality: Indian

Visa Status: Visiting Visa