

SONIA FRANCIS

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Role Target: Customer Service/ Accounts and Administration /Office Administrator /
HR Assistant/ Logistics Coordinator
Dubai, UAE



PROFESSIONAL SUMMARY

Dedicated Accounts, Administration and Customer Service professional with 15+ years of experience across front-office operations, HR support, logistics coordination, and patient/customer coordination.

UAE experience in Documentation, Accounting, Customer Handling and Office Administration. Skilled in complaint resolution, data management, call handling, and cross-functional collaboration. Proven ability to multitask in fast-paced environments and to support teams and managers with accurate reporting and organized office operations.

Available for immediate joining in the UAE

CORE SKILLS

- Accounting / Payroll Coordination
- Office Administration | Office Support
- Customer Service & Call Center Operations
- HR Documentation & Recruitment Support
- Data Entry & Reporting (MS Excel, Google Sheets)
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Front Desk / Reception & Visitor Management
- Logistics Coordination & Inventory
- Complaint Management & Resolution
- CRM & Documentation Compliance

PROFESSIONAL EXPERIENCE

Accounts and Admin

SCUZI GOURMET GROCER, DUBAI

Feb 2026- July 2026

- Maintain daily accounting records and bookkeeping
- Prepare invoices, receipts, and payment vouchers
- Handle accounts payable and accounts receivable
- Record bank transactions and perform bank reconciliation
- Prepare expense reports and financial statements
- Manage petty cash
- Manage office documents, files, and records
- Handle emails, correspondence, and phone calls
- Prepare letters, reports, and office documents
- Maintain employee records and attendance
- Coordinate with suppliers, clients, and government offices
- Manage office supplies and purchases

Customer Care & Complaint Department Manager

Dynamic Techno Medicals Pvt. Ltd, India

Dec 2022 – Jan 2026

- Managed end-to-end customer complaints via phone, WhatsApp, and online platforms.
- Coordinated with Quality, Production, Area Managers, and Warehouses across India.
- Identified root causes and implemented corrective actions to improve service quality.
- Maintained complaint records in compliance with ISO audit standards.
- Monitored team performance and ensured timely resolution of issues.
- Daily management of all calls directed to Customer Care numbers.
- Prepared monthly quality reports and complaint reports for management.

HR Assistant & Receptionist Cum Office Assistant

V-Star Creation Pvt. Ltd, India

Jul 2019 – Dec 2022

- Supported recruitment, payroll coordination, employee records, and HR documentation.
- Coordinated with HODs for meetings; mail drafting; scheduling meetings with managers.
- Managed front office operations, department requirements, calls, and visitor handling.
- Supervised housekeeping staff and office inventory.
- Maintained Google Sheets and Excel reports; assisted with accounts.
- Coordinated transport, drivers' registers, and office logistic

Logistics Administrator

Aramex International & Domestic Courier Service, India

Aug 2016 – Jul 2019

- Tracked shipments and coordinated deliveries across Kerala.
- Maintained logistics records and provided updates to branches and customers.
- Supported logistics operations and customer service activities.
- Coordinated and arranged customer and company pickups.

Executive – Branch Support

Geojit BNP Paribas Financial Services Ltd, India

Aug 2013 – Aug 2016

- Handled 90–150 inbound and outbound customer calls daily.
- Managed KYC documentation and back-office operations.
- Prepared monthly MIS and management reports.
- Supported branch-level operational activities.

Teacher

St. Paul's Senior Secondary School, India

May 2009 – Jun 2013

- Taught multiple subjects; organized cultural programs.
- Served as dance instructor and choreographer.

Education & Certifications

- B.Com – Computer Applications | Sabarmati University | 2020–2023
- Diploma in ANM & Home Nursing (Assistant Nursing & Midwifery) | Ribaz Health Care Academy | 2016–2018
- Diploma in Financial Accounting & Office Management (DCFA) | 2014
- Higher Secondary – Computer Science | Kerala Board | 2009

Languages

English, Malayalam, Hindi, Tamil

Additional Skills & Interests

- Strong communication and interpersonal skills
- Proficient in MS Office and Google Workspace
- Multitasking in fast-paced environments
- Part-time experience as a Radio Jockey (RJ) & Voice-Over Artist
- Dancer & Zumba Trainer
- Immediate joining availability in UAE