



Akshay Kumar

Personal Details

Nationality : Indian

Mobile : 91 7626848542

Email : ak794330@gmail.com

DOB : 13-Nov-1994

Address : Garhshankar, Punjab

Education

2014-2017

72%

Bachelor's of Computer Application

Punjab Technical University

2012-2013

Matriculation

Punjab School Education Board
(PSEB) |

Language

English

Hindi

Punjabi

Dedicated and adaptable graduate with strong skills in communication, customer service, and computer applications. Experienced in maintaining records and data entry using MS Excel with accuracy. Seeking to start a career in the banking sector, where I can contribute to customer service and operational efficiency while growing professionally.

Work Experience

Team Leader – Al Dooh Al Albyadh (Gaming Company), Dubai

May 2023 – July 2024

- Managed audit report on daily basis for 1 platform on excel which had to completed in limited time
- Managed two online gaming platforms, handling accounts, transactions, and user activities.
- Investigated and banned fraudulent users, ensuring fair gameplay.
- Led a multicultural team of 10 members from different nationalities.
- Coordinated daily operations until company relocated to Armenia.
- Acted as a bridge between management and operations, ensuring smooth workflow.
- Adapted to dynamic online environments and resolved technical/account-related issues.

Visa Consultant – Crystal Skyline Immigration Services, Dubai

Nov 2022 – Apr 2023 (5 months)

- Assisted clients with visa documentation and end-to-end processing.
- Handled inquiries and guided applicants with immigration procedures.
- Brought in new clients through consultations and referrals.
- Provided detailed information about new work opportunities and available countries.
- Followed up with new and ongoing cases to ensure smooth processing.
- Resolved client queries and maintained high service satisfaction.

SKILLS

- Excellent Verbal & Written Communication
- Client Interaction & Relationship Building
- **Problem-Solving & Negotiation Skills**
- **Team Collaboration & Coordination**
- **Attention to Detail & Professional Etiquette**
- **IT Knowledge (Websites, Software & Digital Services)**
- **Fast Typing Speed (50+ WPM, 95% accuracy)**
- **Quick Learner & Adaptable in New Tools/Platforms**

Customer Service (Front Desk Reception) Dubai

Jun 2018 – Nov 2022 (4.5 years)

- Maintained and updated guest and tourist records in Microsoft Excel with accuracy.
- Handled daily data entry tasks, ensuring timely and error-free record keeping.
- Organized and managed information in spreadsheets for reporting and analysis.
- Assisted and guided visitors/clients at the front desk, ensuring a professional and welcoming experience.
- Handled customer inquiries, requests, and concerns with effective communication and problem-solving skills.
- Coordinated with staff and management to provide smooth day-to-day support and client assistance.
- Maintained records, monitored entries/exits, and ensured accurate reporting for internal purposes.
- Developed strong interpersonal skills through daily interaction with diverse clients and visitors.
- Supported administrative and operational tasks, contributing to a well-organized front office environment.