

Amal Mary Babu

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Professional Summary

Motivated and detail-oriented professional with experience in customer service, account management, and administrative roles, proven ability to support clients and deliver results in remote and fast-paced environments.

Skills

- Customer success & client relationship management
- Account support & client onboarding
- Communication skills (verbal & written)
- Problem-solving & critical thinking
- Technical aptitude & quick software learning
- Microsoft Office Suite & Google Workspace
- Data entry & record management
- Remote work & time management
- Multitasking & attention to detail
- Adaptability & learning agility

Work Experience

Financial Services Representative – Propel Holdings (Remote) | Jul 2025 – Sep 2025

- Responded to client inquiries via phone, email, and chat with professionalism.
- Assisted clients with account information and maintained accurate records.

Receptionist – Crescent Dental Clinic | Mar 2024 – Jan 2025

- Managed appointments, greeted clients, and maintained organized records.
- Provided administrative support and customer service to staff and patients.
- Coordinated and maintained patient files and documentation for accuracy and compliance.
- Assisted with billing, insurance processing, and follow-up communication with patients.

Customer Service Representative – Amazon (Remote) | 2020 – 2024

- Supported clients through chat and email, resolving issues and ensuring satisfaction.
- Handled account updates and data entry efficiently in a fast-paced remote environment.
- Trained and assisted new team members on internal processes and customer service protocols.
- Monitored customer feedback and escalated recurring issues to improve service efficiency.

Education

- Diploma in Functional Medicine in Clinical Nutrition (FMCN) – 2024
- Higher Secondary – 2010 (Biology and Mathematics)