Moideen Mubarak

Operations Executive | Visa Executive | Process Coordination | Documentation
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PROFESSIONAL SUMMARY

Visa Executive with 3 years of operations experience in process coordination, documentation, back-office record keeping and client communication. Experienced in managing multiple cases through defined process stages, verifying documents against requirements, tracking status in Google Sheets, coordinating with clients, internal teams, vendors and courier partners, and escalating exceptions. Handled documentation for Thailand, Taiwan, Singapore and Japan. B.Sc. Computer Science graduate. Seeking Operations Executive, Operations Coordinator, Process Associate, Back Office Executive, Documentation Executive and Client Coordination Executive roles.

KEY SKILLS

Operations: Operations Coordination, Process Coordination, Workflow Management, Back-Office Operations, Follow-up Management, Multi-Case Management, Exception Escalation, Turnaround Time Monitoring

Documentation: Document Verification, Document Collection, Documentation Accuracy, Requirement Compliance Check, Missing Document Identification, Records Management, Data Entry, Digital Filing

Client and Vendor Coordination: Client Coordination, Client Communication, Customer Service, Query Resolution, Vendor Coordination, Courier Coordination, Internal Team Coordination, Status Reporting

Visa Processing: Visa Processing, Visa Documentation, Application Processing, Submission Coordination, Application Status Tracking, HRD Certificate Attestation (process terminology)

Soft Skills: Attention to Detail, Time Management, Prioritization, Follow-up Discipline, Problem Solving, Written and Verbal Communication

WORK EXPERIENCE

Visa Executive

Namithai Travels, Chennai, India | October 2023 – Present

- Coordinate end-to-end visa processing, from client enquiry and document collection through verification, submission, processing follow-up and visa collection.
- Handle visa documentation and application coordination for Thailand, Taiwan, Singapore and Japan, each with different requirements.
- Review submitted documents against requirements, identify missing or corrected documents, and follow up with clients to complete documentation accurately.
- Track application status, pending documents, submission details and collection dates in Google Sheets across multiple active cases.
- Coordinate with internal teams and suppliers to support timely completion of each process stage.
- Coordinate courier movement and maintain records of document receipt, submission, collection and delivery.
- Respond to client queries and provide updates on requirements, application status and next steps.
- Maintain accurate application records, conduct regular follow-ups on pending cases and escalate exceptions when required.

EDUCATION

B.Sc. Computer Science

The New College, University of Madras, Chennai, India | 2020 – 2023

TOOLS AND SOFTWARE

Google Sheets, Google Drive, WhatsApp Business, Gallabox, Khatabook, Tally (Basic Knowledge)

LANGUAGES

English, Tamil