Hiran

[Hiran.240672@2freemail.com](mailto:Hiran.240672@2freemail.com) 

***Education:***

* Gujarat University of the India B.A with Economics.
* Gujarat University of the India M.A with Economics (complete part 1).

***Personal Data:***

* March 24, 1985
* Indian (Gujarat)
* Married
* Husband visa

***Professional Skills:***

* Knowledge of Windows application such as Microsoft Word, Excel, PowerPoint, Outlook, Internet & E-mail, DTP (Desk Top Publishing) & Basic Tally.
* Has developed skills in written and spoken English, Hindi, and Gujarati and has good typing skills.
* Has the capacity to manage people.
* Has hardworking, responsible, determined and patient.
* Meeting and greeting clients.
* Arranging couriers.
* Keeping the reception area tidy.
* PBX system operator.
* Sorting and distributing post.

***Professional Experience:***

* Managed office, Performing customer service, Supervision.
* Utilized databases to organize and maintain company records.
* Worked dependably on projects within budgets and timetables.
* Troubleshot and solved system problems.

***Work Experience:***

**1) ARABOL LUBRICANTS MANUFACTURING. LLC.**

Al Jurf-2, Industrial Area, Ajman, **U.A.E.Receptionist/Commercial Dept.**

I had been working as a Receptionist cum Commercial Dept. in ARABOL LUBRICANTS MFG. LLC, since **1st March 2014 to 30th June 2015.**

* Greet visitors and telephone callers and find out the nature of their enquiry.
* Operate telephone switchboards and consoles to connect, hold, transfer and disconnect telephone calls (PBX operator).
* Provide information to assist clients or refer them to appropriate contacts, either in the organization or elsewhere.
* Accepted letters and packages delivered to the front desk and distributed to appropriate staff.
* Performed general secretarial duties, including – meeting scheduling, appointment set up and keep records, faxing, mailing and couriers.
* Knowledge of MS office and the operation of standard office equipment.
* Handle filing duties. This includes creating and maintaining a filing system.
* Maintained a neat, tidy and pleasant appearance of the reception area.
* Making and sending LPO, quotation, Performa Invoice, Loading slips, DO.
* Daily follow up packing material.

**2) GENESIS MIDDLE EAST FZC (Plastic Mfg. Co.)**

Sharjah Airport Saif Zone -U.A.E.

**Receptionist / Office Assistant.**

I had been working as Office Assistance/Receptionist in GENESIS MIDDLE EAST FZC, since**1st Sep 2012 to 28thFeb 2014.**

* Handling incoming calls. Particularly taking care of their inquiries and other matters that may need escalation. Answering and forwarding phone calls.
* Making and sending LPO (Local purchase order), job card, delivery order, delivery not, invoice, quotation.
* Sending and receiving messages through fax, e-mails, and couriers.
* Everyday call reports for management.
* Daily collections follow up.
* Maintains safe and clean reception area.
* Daily data entry.
* Handle filing duties, includes creating and maintaining a filing system.

1. **DISCOVER INFOTECH** (Call Center)

Vadodara, Gujarat- **INDIA.**

**Office Staff/ Document Controller**

* Handling incoming calls from national & international customer base. Particularly taking care of their inquiries and other matters that may need escalation.
* Provide detailed information on services and products to customers.
* Produce daily call reports for management.
* Sending and receiving messages through fax, e-mails and couriers.

1. **STATE BANK OF INDIA** (Credit Card Dept.)

Vadodara, Gujarat - **INDIA.**

**Office Assistance/Receptionist.**

* Handling incoming calls. Particularly taking care of their inquiries and other matters that may need escalation.
* Sending and receiving messages through fax, e-mails, and couriers.
* Preparing daily and monthly attendance report of all the staff.
* Providing administrative assistance to Personnel by maintaining company’s records, client's files.
* Perform other duties as may be assigned from time to time.
* Maintains and generates various computerized reporting systems on a data.