Career Objective

A motivated administrative professional with over 5 years experience successfully providing administrative and secretarial support to the operational department. Proficient in a range of computer applications. Well-developed communication and customer service skills. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines. A proactive problem-solver who gets the job done. Seeking a challenging, growth oriented profile in a dynamic organization to contribute accrued skills, administrative skills and utilize knowledge/experience for a continuous professional growth and achievement of organizational objectives.

SKILLS

• Highly skilled in performing general office tasks including bookkeeping, filing, and records management.

• Able to handle incoming calls and route them to the appropriate employee.

• Adept at using fax machines, video-conferencing, projectors and other automated equipment.

• Well-versed in arranging meetings and taking minutes of meetings.

• IT: MS Office Applications & internet and e-mail applications, Business communication.

• Effective verbal and written communication skills.

• Track record of managing front desk activities within a busy environment.

• Demonstrated ability to work efficiently in stressful hours.

• Bilingual – Fluent in English and Arabic.

• Proven ability to analyze, evaluate and recommend administrative functions and services to promote success.

• Exceptional time management and problem-solving skills.

• Proven record of working accurately and independently with close attention to detail.

• Proven ability to maintain secrecy of sensitive information.

• Able to work with associates, vendors and the clients capably and tactfully.

PROFESSIONAL EXPERIENCE

**Training Development Officer / Temporary Jun. 2015 – Jul. 2015**

**Nadia Training Institute, UAE**

**Key Responsibilities:**

* Manage the design, delivery and continuous improvement of the Language training programs for both Arabic and English – Beginners, Intermediate and Advanced levels.
* Able to deliver and motivate trainees through effective training methodologies , concepts, learning tools, and practices both in group and individual classroom dynamics
* Regular Coordination with the Head of Department and Training Manager to understand the company’s needs and intervention requirements
* Prepare training materials, drafts, outlines or course documents as assigned.
* Performance evaluations.
* Generation of MIS report.

 **Key Skills Gained During the Academic Tenure Mar. 2015 –Apr. 2015**

**CHRR (Certification in Human Resource and Recruitment – UK Certification LLA)**

**Nadia Training Institute, Abu Dhabi**

**Key Skills Gained:**

* Human Resource management.
* Recruitment and selection ( Screening, Short listing, Conducting telephone & personal interview, Job offer )
* UAE Labor Law.
* Payroll, Compensation and Benefits, Appraisals, Gratuity calculations, Leave salary calculations.
* WPS (Wages Protection System).
* Administrative Skills.
* ERP ( Enterprise Resource planning )
* New Employee Orientation, Exit interview, HR Audit, Training Development.

**Secretary /Trainee Jan. 2015 – Feb. 2015**

**Nadia Training Institute, UAE**

**Key Responsibilities:**

* Perform secretarial duties, handling appointments, travel arrangement and booking.
* Handle all administrative tasks assigned from time to time.
* Handle general activities like scanning, internet browsing required for business, typing, printing word, excel documents and correspondence as per request, manage and assessing the incoming fax and outgoing fax to relevant people.
* Preparing business correspondences, inter –office memorandum, agenda of meeting and other related tasks as assigned by manager.
* Maintaining accurate and organize filing of tender documents, project related documents, outgoing and incoming letters, proposals in hard copies and soft copies and ensure records are accessible.
* Organizing department office requirement, including the supplies/stationary request, staff travel and cash reimbursement.
* Obtaining the necessary approvals and signatures from department heads.
* Furnishing required information for meeting and appointments by coordinating closely with sources within and outside the department.

**Administration Assistant Jan. 2013 – Nov. 2014**

**Prestige Garden Real Estate Management, UAE**

**Key Responsibilities:**

* Answer telephone calls and take messages.
* Distribute incoming mail; operate scanners, facsimile machines and photocopiers.
* Create documents, spreadsheets and presentations.
* Monitoring stationary levels and ordering office supplies.
* Welcoming new employees to the organization by conducting orientation.
* Maintaining employee’s information by entering and updating employment and status-change data.
* Arranging attendance records.
* Issuing offer letters, agreement letters, employment certificate letters, termination letters, employment verifications letters, experience letters and miscellanies letters to the employees.
* Prepare payroll, compensation and benefits, gratuity and leave salary calculations.
* Writing professional job advertisement.
* Perform and provide assistance on recruitment activities related to pre-selection, such as short listing , conduct telephonic interviews .

**Trainer
Freelance, UAE Jul. 2007 – Dec. 2012**

**Key Responsibilities:**

* Planning preparing and delivering lessons to the highest standards
* Helping students learn and find new ways to look at difficult skills and concepts.
* Reviewing content with them, explaining how to solve problems and checking completed work.
* Develop study skills and organization techniques to help improve students’ academic performance.
* Keep reports on students to share with supervisors, teachers and parents.
* Motivate students in their assignments and projects especially in colleges and universities.
* Supervising and mentoring students work
* Providing career support and advice
* Taking appropriate and effective measures when students require additional support

**Customer Service/Admin Team Leader Sept. 2005 – Dec. 2006**

**Abu Dhabi Commercial Bank, UAE**

**Key Responsibilities:**

* Setting up and maintaining customers’ accounts.
* Using a computerized system to update account details.
* General administration tasks such as maintaining records, opening post and sending letters to customers.
* Handling complaints (from both staff and customers).
* Assisting the stock broker by preparing customers’ trading orders to be executed at Abu Dhabi Stock Exchange and Dubai Financial Market.
* Taking customers’ orders over the phone, and entering them in the trading system to be performed by the broker.
* Monitor and report progress and performance of the customer service officers, provide feedback and take appropriate corrective action.
* Motivate, develop, coach, train, induct and formally appraise employees to set performance standards, recognize achievement and deal with performance issues.
* Reporting to [senior level management](http://www.totaljobs.com/careers-advice/job-profile/customer-services-jobs/customer-service-manager-job-description).

**Customer Service Administrator Jul. 2004 – Aug. 2005**

**National Bank of Abu Dhabi, UAE**

**Key Responsibilities:**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Place or cancel orders.
* Reporting to [senior level management](http://www.totaljobs.com/careers-advice/job-profile/customer-services-jobs/customer-service-manager-job-description).

**Training Administrator Oct. 2003 – Jun. 2004**

**Harvard Technology, UAE**

**Key Responsibilities:**

* Customer training timetabling.
* Resource and room bookings.
* Receive and process training registrations.
* Attend meetings, follow up calls and emails, and manage client database.
* Monitor training costs, invoicing and purchasing.
* Manage emails and respond on behalf of the Director as appropriate.
* Arrange appointments, make travel arrangements and ensure all associated documentation is available.
* Process correspondence addressed to the business.
* Draft and prepare correspondence and reports for approval by the Director.
* Minute and compile minutes for meetings.
* Implement appropriate filing and associated office procedures.
* Record all trainee results and manage trainee files.
* Managing any equipment that the company uses for training purposes.

Education

**CHRR (Certification in Human Resource and Recruitment – UK Certification LLA)**

Nadia Training Institute, Abu Dhabi.

**B.A Degree in Law**

Faculty of Law, University of Jordan.

**Other Trainings & Certifications:**

* **English for job performance**. (Emirates Institute of Technology, Abu Dhabi).
* **ICDL Certification** (Emirates Institute of Technology, Abu Dhabi).

PERSONAL INFORMATION

* Date of Birth: 29th May 1981.
* Nationality: Jordanian.
* Marital Status: Married.



**Gulfjobseeker.com CV No:** **1460964**