**SUMMARY**

An exceptional Office Coordinator who is ready to take on the exciting and vitally important role. I have considerable experience of providing effective administrative support to various departments including HR, Business Development, Billing and Accounting. With my present employer I am responsible for all the typing, data entry, forms creation, filing, copying, diary management and general administration. As a highly organised person who has superb attention to detail and articulate communication skills, I will always make sure that your office runs smoothly. I own a positive attitude and comfortable juggling tasks to best manage my time and meet the deadlines. Right now I am looking for a suitable position with a company that has an existing talented and progressive administrative team.

**TECHNICAL SKILLS**

* Languages: C and C++
* Database: Ms Access
* Windows 95/98/2000/XP/7/8
* MS Office Suite
* Internet
* Email Applications

**EXPERIENCE**

**Administrator / sales Coordinator** - **T Square Consultancy, Chennai, India**

**DUTIES AND TASKS/CRITICAL FUNCTIONS:**

* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
* Assists the sales team, focusing mostly on managing schedules and the distribution of any sales documentation
* Prepare and then follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms
* Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict
* Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits
* Maintains stable performance under pressure or opposition such as time pressure or job ambiguity; handling stress in a manner that is acceptable to others and to the organization
* Research required information using available resources
* Follow standard processes and procedures
* Identify and escalate priority issues per Client specifications
* Makes customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships
* Redirect problems to appropriate resource
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business
* Organize ideas and communicate oral messages appropriate to listeners and situations
* Follow up and make scheduled call backs to customers where necessary
* Stay current with system information, changes and updates

**KEY SKILLS AND COMPETENCIES:**

* To evaluate, prioritize, organize and delegate work schedules
* To speak and write clearly and accurately
* Demonstrated proficiency in typing and grammar
* Knowledge of relevant software computer applications and equipment
* Utilizing a range of office software, including email, spread sheets and databases
* Specialized in Excel Data Analysis.
* Knowledge of customer service principles and practices
* Excellent interpersonal skills and professional telephone etiquette
* A comprehensive understanding of health and safety regulations
* Willingness to co-operate with others and work to the greater good
* Multi-tasking capabilities
* Exemplary Attendance and Punctuality
* Able to react quickly and effectively when dealing with challenging situations
* Assist as a document controller with the department along with queries on documentation requirements & submissions

**EDUCATION**

**Bachelor of Business Administration** (2010)from Jamal Mohamed College, **India**

**PERSONAL**

Date of Birth : 19th Apr 1989

Gender : Male

Marital Status : Married

Nationality : Indian

Languages known : English , Tamil



**Gulfjobseeker.com CV No:** **1464186**