**GLORIA**

Email: 245465@gulfjobseekers.com

*Career objectives*

A graduate with a successful academic of masters in Applied Economics and work track record, bags of enthusiasm and eager to join an administration team. Basing on my 2years of experience for the position of Administration Assistant/Secretary I possess a desire to succeed plus am target driven and tenacious along with a first class customer service ethic. Am persuasive and able to maximize revenue generation through the successful development and implementation of well researched and successful administration initiatives in any company I will work with. A bright, articulate and numerate individual with excellent communication skills, currently looking for an Administration Assistant position.

*Functional areas of expertise*

* Customer Care service
* Administration
* Economic advisory/Finance

*Achievement*

* Improvement in customer satisfaction.
* Acted as the most trusted and skilled point of Analyzing Aggregate Demand and Aggregate Supply
* Achieved an appreciation certificate from an external client for maintaining excellent customer service
* With strong and persuasive interpersonal and communication skills, always succeeded in explaining and making people understand company policies and procedures.

*Experience*

**1. Administration Assistant/Secretary** form July 2008 to June 2010 in OPTY RH (0ptimising Human Resources)-OPTY RH is a consultancy company that works in different African countries and I worked with its Branch in Rwanda. It is a company concerned with Training, coaching, teaching both employers and employees in different fields.

 **Responsibilities**

* Taking care of a very busy calendar of the operation’s Directors, accepts or declines commitment on his behalf, and prioritizes complex schedules
* Update and remind the reporting managers of their meetings
* Sort and attribute incoming email to areas and staff within the organization and dispatch outgoing mail
* Write business letters, reports or office memos using word processing programmes.
* Answer telephone inquiries from customers, attend to visitors and assist other staff in the organization with their inquiries.
* Providing secretarial support, prints and types correspondence and reports
* Working as part of a team and assisting colleagues when necessary
* Contributing to team efforts and by accomplishing related results as needed
* Promoting excellent customer care standards
* Operate a range of office machines such as photocopiers, computers and faxes.
* File papers and documents.
* Make travel arrangements,
* Track information regarding office budgets,
* Take appointments, arrange conferences, meetings and deal with company visitors.

*Education background*

* 2010-2015 : Masters in Applied Economics (5years Integrated) (Annamalai University/India)
* 2010-2013:Bachelors’ of Business Administration (Annamalai University/India)

**Courses**

* 2015:PG Diploma in Entrepreneurship (Annamalai University/India)
* 2014: PG Diploma in International Business (Annamalai University/India)
* 2012:Certificate in human rights (Annamalai University/India)
* 2010:certificate of customer care Training from (OPTY-RH Rwanda)

**Computer proficiency**

* MS Office
* Excel
* Access
* Spss

*Languages*

* English: fluent
* French: good
* Swahili: good

*Skills.*

* Efficient and pays attention to detail.
* Positive and constructive with strong analytical and problem solving skills.
* High level of integrity, being trustworthy and respectful of confidential information.
* Excellent verbal and written communication skills.
* Ability to multi task.
* Result oriented.
* Flexible with the ability to cope with the changing workloads in the face of deadlines.
* Team building
* Forecasting Skills

*Personal details*

* Nationality : :Rwanda
* Gender :Female
* Date of birth : 27th June 1989
* Visa status : :visit visa

I hereby certify that I agree and understood the above job description and commit to fulfill the above to the best of my ability.