Shilpi [Shilpi.253627@2freemail.com](mailto:Shilpi.253627@2freemail.com)

**Executive Summary**

Motivated, a graduate of Associate with around 3 years of experience in UAE with Secretarial, and Administration job & 2 years of experience with HR Assistance & Admin in INDIA. Have an ability to lead the day-to-day activities of the office management, energetic and focus on the development of core services, setting strategic directions to meet the company’s objectives. Flexible and versatile – able to maintain a sense of humor; can work under pressure.

**Objective**

I am aspiring to become an integral part of your esteem organization thereby getting an opportunity to contribute to the overall productivity and efficiency of my company by the optimum use of knowledge and expertise, to provide my employer an edge over competitors. Pursuing a challenging role in a truly global venture where the chances are developed for professional capabilities enhancement in a well-defined and paced management environment.

**Employment History**

**Company : Medeor 24x7 Hospital, AbuDhabi, UAE**

**Position : Billing Executive Officer**

**Duration : January 2015 to Present**

* Handling Accounts of Out Patient.
* Registering patients with using SAP
* Attending telephone calls and make appointment, and relay the messages to concern persons,
* Keeping records of total number of patients along with departmental information On daily basis with excel sheet
* Dispatching of credit invoices with proper documentation to Corporate clients & Insurance department
* Handling cash & reconciling the cash, credit card & cheques.
* Coordinating with the doctors, nurses and patients to have free flow in the department.
* In additional, cooperating to supervisor in Scheduling rosters for the staff, and verify all the medical records and patients details as per patients insurance and id card, and the expenses according to the prescribed diagnosis or procedure of patients.
* Generation of Accrual report and keep track on the outstanding (Unbilled) Invoices and take necessary action.
* Bring new ideas to enhance the process for increase the productivity and quality.
* Maintain good communication and customer care with the Customers/patients.

**Company : Marine Company , Dubai JLT**

**Business : Marine Company**

**Position : Secretary cum Admin Executive to MD**

**Duration : May 2014 – Oct 2014 (Temporary Free zone Visa)**

**Location :** Dubai, JLT**, United** Arab Emirates

* 1. Taking care of all Admin related Work including all Printing Stationary like Visiting Cards, I cards Etc. Taking care Different

Insurances for Employee Benefits like Medical, Accidental Claim etc.

* 2. Maintaining daily Attendance/Leave records for Corporate Office & other branches as well. Handling Guest, Visitors as per the requirement & Arrangement of Cabs whenever required. Co-ordination with different vendors for dispatch of items on timely basis, follow ups, Payment checks etc.
* 3. Initial interview for staff's when it is necessary
* 4. Emails, memos; receiving mails/emails; and entering correspondence in the log register and keep it up to date, & Attending telephone calls
* Responsible for booking Air ticket for company staff’s and managers when it is required as per Hr manager instruction.
* Responsible for follow up with DMCC for staff’s new visa or cancellation of any company documentation.

**Company : F. A group of company, Abu Dhabi, UAE**

**Activities : Real Estate, Transport, Trading, Travels & Facility management**

**Position : Secretary& Admin executive to CEO**

**Duration : April 2012 to May 2014**

* **Sorting mail, answering phones, taking messages and following up with customers.**
* Preparing letters & memos; receiving mails/emails; and entering correspondence in the log register and keep it up to date.
* Strong power point presentation with ratio or chart list to the management or client
* Handling the real Estate department, & dealing with the client in terms of the property renting or taking lease.
* Plying a very active role for planning, Handling & taking decision for the logistic Transport Service & Real Estate.
* Making & sending Quotation, LPO & Contracts for real estate & transport services & handling the clients as per the company’s requirement.
* Strong POWER POINT knowledge , making & presenting presentation to the clients & MD
* Preparing Letters & corresponding as per the company requirement & Providing administrative assistance to the Business Development team
* Receipt and registration of all documents and proper distribution
* Keep updating the real estate business with maintain the data of expiry & renewal or new client for the properties ,like (Bed, AC, Electricity, & etc. belongs to our Rented Properties)
* Assist in planning and preparation of meetings and conference, Arrange and confirms appointments.
* Responsible for putting advertisement for company business & properties.
* Monthly progress report to the consultants
* Establishing and maintaining the filing system
* Booking Flight and Hotel as per instruction of M.D.
* Making financial /Banking documents as per the requirement of company.
* Keep updating the staff’s information with all documentary related labor low
* Keep record of ADDC bill, Etisalat bill records of company & RTA related any fines of company’s staff’s.
* Payment follow up with the client’s & keep records for the same. Responsible for monthly expenses report
* Providing excellent customer service as per company policy and procedures
* Maintain an adequate inventory of office supplies/operate office equipment.
* Performed additional assignments and responsibilities as assumed or requested by the management

**Company : Aircel, India.**

**Business : India’s fifth largest and fastest growing GSM mobile service provider**

**Position : HR Assistant**

**Duration : July 2010 – July 2012**

* Assist the HR manager
* Staff inductions for new staff
* Taken Interviews for part-time and temporary employees.
* Prepared attendance for all the staffs and send to payroll officer for salary.
* Submit regular reports to the HR Manager.
* Conducted inventory checks.
* Preparing and placing advertisements in the local and national press.
* Interviewing candidates and checking references.
* Producing job descriptions and contracts of employment.
* Liaising with other departments in the company over candidate selection/rejection.
* Co-coordinating with local job centers, schools and colleges.
* Handling all the document and file in good manner.
* Receive employee requests and refer to the appropriate

**Company : HDFC Bank, Bangalore, India.**

**Position : Junior Admin Executive (As an Internship)**

**Duration : January 2010– June 2010 (5 Months)**

**Sorting mail, answering phones, taking messages and following up with customers, also organize meetings, arrange travel, manage records and monitor expenses. Responsible for Traditional office duties, such as filing, copying, scanning, ordering supplies and overseeing supply reordering, are also performed.**

**Education**

* **Master of Business Administration (MBA)**

IIBS business School, Bangalore, INDIA

MBA in Marketing & HR completed on (2010)

PGPBM IIBS Bangalore INDIA

* **Graduation from Raiganj College UNB University in INDIA (2005)**

**Computer knowledge**

* Microsoft Word;
* MS Excel;
* Tally-9&Internet Browsing

**Special Skills**

* Report Preparation
* Written Correspondence
* Windows Applications

**Personal Information**

* Customer Service
* Scheduling/Planning
* Front-Office Operations
* Team Work
* Commitment
* Farinas & Integrit

Nationality : INDIAN

Marital Status : MARRIED

Date of Birth : 9.10.1985

Linguistic Ability : Written and oral Fluency in English, Hindi, Bengali & spoken basic Arabic