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 **Gulfjobseeker.com CV No:**

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***Senior Administration Professional with 15 years of providing Training Administration, Customer Relation, Customer Service, , and Secretarial leadership within leading international, multi-cultural, and cross functional organizations***

***Team player and problem solver with excellent organizational, multi-tasking, and prioritization skills, and capable of working with all levels***

**Core Skills**

* **Training Administration**
* **Customer Relation & Service**
* **Executive Secretarial**

**Experiences and Achievements**

***Training Administration***

* Managed more than 200 trainings that covered wide range of subjects, such as leadership development, public relation, orientation management, work force management, sales techniques, HSE management, well control, project management, and customer service.
* Scheduled subjects, courses, trainers, and trainees following the clients’ needs; implemented effective communication system and achieved the satisfaction of all stakeholders.
* Created and maintained training records for over than 7000 trainees, and generated statistical performance reports that were of great when implemented in the clients’ knowledge and performance management systems.
* Developed and supervised the process of generating and distributing the training materials, and managed the training equipment and supplies stocking.
* Instructed and supervised visas processing, hotels booking, and food catering.
* Marketed training programs; helped in making more business and increasing the company’s revenue and profit.
* Managed the accounts payable and receivable.

***Customer Relation & Service***

* Addressed key client queries and resolve them in an expedited manner, promoting sustained revenue growth through client retention, referral generation, and the leveraging of cross-sales opportunities.
* Led through example with consistent work ethic, attitude, and professionalism, ensuring high-quality customer service, overseeing departmental operations, and the development of critical functional business relationships.
* Maintained a strong working knowledge of products/services and respective marketplaces, including regulatory trends, competitor strategies, product growth, general economic conditions, and other relevant information.
* Supervised between clients, vendors, sales and support staff, and other management partners to facilitate information flow and drive operational efficiency.

***Executive Secretarial***

* Oversaw the daily activities of the office.
* Mentored and supervised 15 admin employees.
* Scheduled appointments and maintained the calendars of the directors and managers.
* Facilitated meetings and workshops; selected and prepared venues, coordinated catering, arranged travels, and booked hotels.
* Developed forms and reporting templates for travel, corporate card expenditures, and daily planning that saved executives approximately 30 minutes per day.
* Consistently demonstrated strong attention to detail and ability to multitask within this fast paced, high-pressure work environment.

**Employment**

**Training Administrator, STC Global / Ejadah, UAE**

**Training Administrator, Intertek Consulting & Training, UAE**

**Training Administrator, Nabors Drilling International, UAE**

**Customer Service Agent, EPPCO (Emirates Petroleum Product Company), UAE**

**Secretary, Shell Petroleum, the Philippines**

**Education**

* **Bachelor of Science in Commerce - Major in Marketing**
* **Diploma in Professional Executive Secretarial**