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**PROFILE SNAPSHOT**

• Abilities in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence

• Excellence in ensuring delivery of high quality services to support customer's business needs & achieving continued high customer satisfaction from all operational users for services

• Hands-on in framing work direction and plan for the associates, discussing strategies and customer issues logged with the client in the weekly conference call and issue action items around them

• Prudent, disciplined & self-motivated with excellent planning, communication & leadership skills with proven abilities in team management and customer relationship management

**SKILL SET**

**Strategy Planning**

**Operations Management**

**Client Relationship Management**

**Conflict / Resolution Management**

**Training & Development**

**Cost & People Optimisation**

**People Management**

**EMPLOYMENT DETAILS**

**SENIOR MANAGER** (June 2015 – Dec 2015)

**Aluminium House, Chalakudy - India**

* Accomplished staff results
* Established strategic goals
* Maintained staff
* Maintained quality service
* Maintained professional and technical knowledge
* Contributed to team effort

**SENIOR ADMINISTRATOR** June 2010 – May 2015

**Padamadan Study Centre, Mala – India** (Self Financing Arts and Science College, Affiliated to MG University - a Government of Kerala undertaking)

* Administered all curricular, administrative and financial aspects of the institution
* Regularly liaising with government and regulatory bodies.
* Responsible for working closely with the firm’s stakeholders and providing advice, commendations and information to enable the firm to grow whilst maintaining its regulatory responsibilities.
* Staff selection and recruitment
* Presiding over the organization's day-to-day, month-to-month, and year-to-year operations
* Developing the business in new markets
* Organising workshops, seminars, cross-institutional networks and training programmes.
* Giving specialist administrative support and advice or guidance to students.
* Monitored student progress across academic year
* Ensuring that examination papers are drafted within the appropriate timescales.
* Designed and conducted comprehensive assessment activities.

**ASSISTANT MANAGER** (2008 – 2010)

**West Fort Hi-Tech Hospital, Thrissur - India**

* Enhancing operations, business development and service delivery
* Identifying, targeting and focusing resources
* Strategic and business planning
* Ability to enthuse and develop staff
* Staff selection and recruitment
* Able to organise and lead a planned programme of further growth

**ADMINISTRATOR** (2007 – 2008)

**IES Training College, Chittilappilly - India**

* Helping in writing up of policies and procedures and also critical reports.
* Dealing with complaints and enquiries.
* Meeting face-to-face with students to give guidance.
* Answering and dealing with telephone enquiries.

**ACADEMIC DETAILS**

2007 - **Master of Business Administration** (MBA)

Indira Gandhi National Open University– Delhi (India)

1998 - Bachelor of Commerce (Bcom) Calicut University – Kerala(India)

1995 - Pre Degree Course(PDC) Calicut University – Kerala(India)

1993 - Secondary School Leaving Certificate (SSLC)

 Dept. Of General Education Kerala State– Kerala(India)

**OTHER COURSES**

Post Graduate Diploma in Computer Applications

**LANGUAGES KNOWN**

English, Hindi and Malayalam

**PERSONAL DETAILS**

Date of birth - 30/03/1977

Sex - Female

Gender - Female

Marital status - Married