NILOFAR

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Career objective: I aim for a limitless learning experience, which is intellectually stimulating and is augmented by exposure to challenges.

**Career History**:

* Position : **Sales Coordinator cum Department Secretary**
* Company : **Eros Group, Dubai, UAE**
1. **Has been working as a Department Secretary under General Manager in “Samsung Business group”, Eros Electricals since December 2012 till July 2015.**

**Responsibilities / Duties:**

* **To assist the department in the preparation of the presentations and summarizing reports and documents. Administers completion and ensures accuracy of the data being presented.**
* **Review reports that were forwarded to the department and distinguish data that requires more information prior to approval.**
* **Develop necessary workflow processes, forms and formats for smooth functioning of the assigned activity under the guidance of the Line Managers.**
* **Manage and prioritize the multiple tasks that have been assigned.**
* **Provides periodic reports and updates (i.e. price list, purchase, sales & inventory, Target vs. actual report) on the activities as required.**
* **Compliance to International Organization of Standardization, Company’s Code of Conduct, and Department’s Standard Operating procedure.**
* **Updating Promotion of the products under the instruction of GM.**
* **Comparison of the dealers sale out regularly**
* **Providing stock reports & other reports to HODs**
* **Maintaining the records of sales executives daily & monthly basis**
* **Giving approval online for the Price protection claims after checking relevant documents**
* **Forwarding approved documents to the other regions**
* **Screening telephone calls, enquiries and requests, and handling them when appropriate**
* **Checking mails of staff for the inquires & approvals and reverting them properly**
* **Forwarding Exit clearance, confirmation of the employees & Company Loan Details to HR Dept.**
* **Strong follow up with the Sales Executives for the required data**
* **Maintaining office systems, including data management and filing**
* **Maintaining interpersonal relationship with employees and consumers**
* **Arrangements of celebration of employees birthdays & festival**
* Position : **Admin Staff**
* Company : **ICICI Prudential life Insurance co. ltd**
1. **Has been working as a Branch Administrator in ICICI Prudential Life Insurance Co. Ltd., Vadodara, Gujarat, India from July 2009 to Jan 2010.**

**Responsibilities / Duties**:

* **Maintaining MIS budget of the year,**
* **Typing documents and modifying using MS Office**
* **Data collection from all over the state**
* **Assist the State Manager**
* **In-charge of the records keeping of the office of state manager’s files & documents**
* **Maintaining basic requirements of Branch**
* **Handling three branch**
* **Monitoring inventory, office stock and ordering supplies as necessary**
* **Clearing vendors Payments**
* **General administration activities of Branch**
* **Checking mails and update all data of state for state manager**
* **maintaining office systems, including data management and filing**
* **Arrangements of celebration of employees birthdays & celebration of festivals**
* Position : **Assistant admin cum receptionist**
* Company : **Broadband Pace net (INDIA) Pvt. Ltd**
1. **Has been working as an Assistant Administrator in Broadband Pace net (INDIA) Pvt. Ltd for 5 months.**

**Responsibilities / Duties**:

* **Screening telephone calls, enquiries and requests, and handling them when appropriate**
* **Giving details about tariffs of connection**
* **Maintaining basic requirements of employees and Branch**
* **Clearing vendors payments**
* **Handling complaints of clients on telephone**
* **Keep online data update in company site**
* **Checking mails of clients and revert them properly**
* **maintaining office systems, including data management and filing**
* **Maintaining interpersonal relationship with employees and consumers**
* **Arrangements of celebration of employees birthdays & festival**

**Education Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| Examination | Stream | Month / Year of passing | School / University / Institute |
| **H.S.C** | **Commerce** | **March 2004** | **G.S.E.B., Gujarat, India** |
| **Bachelors** | **Arts** | **April 2007** | **Maharaja Sayajirao UNI., Gujarat, India** |
| **Post Graduate Diploma** | **Labour laws & practice** | **May 2008** | **Maharaja Sayajirao UNI., Gujarat, India** |
| **Part time Certificate course** | **Industrial Purchasing & materials Management** | **2008-2009** | **Maharaja Sayajirao UNI., Gujarat, India** |
| **Certificate course** | **M.S.Office** | **Sept 2003** | **LCC, Gujarat, India** |
| **Certificate course** | **Advanced Excel** | **Oct-Nov 2012** | **NIIT, Gujarat, India** |

**Training & awards:**

* **Completed one month training in HR Department of Reliance Industries Limited, Learning Centre RIL, Vadodara, Gujarat, INDIA.**
* **Awarded as a best employee in Q3 2013.**
* **Promoted to senior officer in 2015.**

**Strengths & Capabilities:**

* Proficiency in MS Word, MS Excel (advanced), MS PowerPoint, Internet
* Competence in On-line Research and Mail Routing
* Excellent verbal and non-verbal skills in composing official communications
* Experienced in records management and records keeping
* Capable of working under pressure and meet deadlines as scheduled with quality of work
* Determined, adaptable and effective team member
* Strong organizational, administrative and analytical skills
* Knowledge of crossroads & Cognos & Amanat HRMS
* Proficiency in preparing reports

**Personal Details**:

# Date of Birth : 07-06-1987

# Marital Status : Married

# Nationality : INDIAN

# Passport Detail : Available on request

* **Languages known :**  **English, Hindi, Urdu, Gujarati**

**Reference:**

Available on request

**Declaration:**

I hereby declare that the above-mentioned data are true, complete and correct to the best of my knowledge and belief.

 *Sign:*