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|  | **FAISAL**  |
| **CAREER OVERVIEW** |
| Business management graduate with 8 years of experience in the field of office operations, hospitality / customer service and sales industry. Result oriented professional with hands-on experience in rendering quality and professional service with inter-personal skills with demonstrated communication and relationship management abilities. |
| **EXPERIENCE SUMMARY** |
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| **1. Administrative Assistant ( 2 years)****AL HIDHAYA MATRICULATION SCHOOL - [June 2014 - April 2016] - India*** Responsible for the maintenance of documents, records and other data form
* Receiving visitors and acknowledging their concerns.
* Provide direct support to the Administrative Officer of the institution
* Preparing circulars, take down minutes of the weekly meeting and cascade it to the management.
* Answer phone calls and e mails and revert to the correspondence as needed
* Individually handle all the office operations of the institution
* Contributing to team effort by accomplishing the desired result
* Completing operational requirements such as salary arrangement for staffs and recording expense details

**2. Receptionist ( 2.5 years)*****AL-SUWADI SERVICES COMPANY -* [ Sep 2011 - May 2014] - Saudi Arabia*** Answering phone calls, addressing queries in the most professional manner.
* Receiving the clients in a pleasing manner and addressing their needs.
* Documenting precise entry of people checking in and checking out of the camp
* Prepare client wise monthly mandays, obtain client signatures, prepare revenue and utility summary and send to head office with necessary backup on a monthly basis
* Preparing employees monthly overtime request and send it for supervisor’s approval
* Preparing employee attendance report, employee time entry, follow up of employee leave request, vacation status and all employee concerned matters
* Assigning duties to concerned maintenance people (electrical, plumbing, A/C and civil maintenance works)
* Addressing new business proposal from clients and cascading the same to sales department
* Ensuring proper file keeping system to make sure all records are in place
* Provide general administrative and clerical support including mailing, scanning, and copying to management
* Raising MR(material request) to procurement department using ORACLE DBMS tool
* Record minutes of meetings and cascade to concerned department
* Responsible for receiving materials to store and maintaining accurate stock
 |
| **3. Executive Unit Sales Manager ( 1 year)*****BIRLA SUNLIFE INSURANCE CO - Oct 2010 – Sep 2011*** |  **India** |
| * Direct sales of life insurance products and generating revenue through assigned bank (Citibank)
* Finding potential clients through cold calling.
* Generate references through existing customers to maximize business
* Ensuring adherence to defined processes
* Executing sales promotional activities
* Procuring insurance business on the basis of leads provided
 |
| **4. Sr Customer Support Executive (3 years)*****SUTHERLAND GLOBAL SERVICES - Oct 2007 – Oct 2010***  |  **India** |
| * Handling customer queries over telephone and delivering quality service through excellent customer service
* Resolving customer issues with high energy level and commitment
* Handling escalation calls and call-backs as on when required
* Cross selling available products if applicable
* Updating MIS on the queries received and cascading to the concerned team
* Sorting out data with precise details at the end the day
* Keep a track on queries received and effective follow up on cases
 |
| **EDUCATIONAL SUMMARY** |
|  **(Bachelor of Business Management - BBM)**  Bharathiar University Arts & Science College | Tamil Nadu - India |
|  **Diploma In Information Technology - DIT** Manipal Institute of Computer Education | Tamil Nadu - India |
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| **KEY SKILLS*** Proficiency in speaking excellent English, Hindi, Malayalam, Tamil and moderate Arabic
* Excellent knowledge in MS Office with good typing skills (60 WPM) and Tally
* Proficiency in writing business correspondence and work procedures.
* Hard worker, quick learner, able organiser and a team player

**PERSONAL PROFILE**Sex : MaleMarital Status : MarriedNationality : IndianDate of Birth : 16/06/1984 |
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