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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** | | | |  | |  | | **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 | |  | |  | | **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 : Male  Marital Status : Married  Nationality : Indian  Date of Birth : 16/06/1984 | | | |  | | |   [Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)  New_logo.gif |