**HINA**

**Dedicated to continuous improvement of reception area. Record of attending to visitors and dealing with inquiries efficiently.**

 **AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
|  Correspondence Handling | ● Phone Etiquette | ● Customer Service |
| ● Reception Maintenance | ● Bill Processing | ● Supply Ordering |
| ● PABX/Switchboard Operation | ● Call Forwarding | ● Log Keeping |
| ● Calendar Management | ● Event Coordination | ● Reception Cleanliness |

**PERSONAL SUMMARY**

Responsive, customer-focused professional with 3 years’ experience in performing reception, clerical and administrative tasks. Proven verbal and written communication skills. Demonstrated talent in resolving customer complaints, handling high volume phone calls and answering customer queries. Productive and diverse exposure of healthcare and hospitality settings. Bilingual: Fluent in English and Hindi Proficient in computers including MS Office, database, internet and email.

**PROFESSIONAL EXPERIENCE**

**BEAUTY CENTER IN Dubai- Karama Branch**

**WORKED AS AN RECEPTIONIST CUM CASHIER FROM January 2014 Till 10TH February 2016**

**Duties:**

* Cashier day to day duties, collecting payment and issuing invoice.
* Handle clerical and admin related duties
* Take over specific duties and responsibilities delegated by management
* Ensure customer satisfaction by providing good customer service
* Answering all incoming calls / emails and re-routing them to relevant parties.
* Meeting and greeting visitors ensuring they are signed in and inducted.
* Opening, distributing, collecting and taking the post.
* General administration duties, photocopying, filing etc.
* Dealing with any enquiries at the reception.
* Data entry onto internal systems.
* Reporting any problems to the office manager.
* Dealing with car park requests and hospitality requirements.
* Ensuring that the reception area is tidy and clutter free.
* Monitoring stationary stock and reordering when required.
* Operating a computer system and switchboard.

**C AND C COM – ISLAMABAD PAKISTAN
As An Office ADMIN
1st, January 2013 Till 30, December 2014**

1. Looking after the staff responsibilities
2. Keeping track of company accounts
3. Making contracts with Clients
4. Conducting meetings with customers
5. Customer Services
6. Working on staff daily reports and compiling their reports for further correspondence.

**KEY SKILLS AND COMPETENCIES**

* Strong verbal and written communication skills
• Proven ability to deal promptly with emergency situations
• Able to multi-task, prioritize and flexible with changing business requirements
• Precise attention to detail.

**ACADEMIC QUALIFICATIONS**

Appeared B.Com.

Intermediate in 2012

HSC Passed in 2010

**TECHNICAL SKILLS**

• MS Office: Word, PowerPoint, Excel and Outlook

**PERSONAL DETAIL:**

Nationality : Pakistani.

**HOBBIES**

* Learning new things, working in a team
* Listening music.

**Job Seeker First Name / CV No: 1713600**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

 