**Curriculum Vitae**

 **PERSONAL INFORMATION**

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| **Name Anju** **Anju.331147@2freemail.com**Nationality IndianVisa Status EmploymentAge 34 yearsGender FemaleUAE Driving License Holding |  | **PROFILE****13 years’ experience in UAE as in**Office Administrator, Project/ Commercial Management, Admin Assistant**,** Receptionist Cum Customer Care**,** Sales Coordinator, Sales Executive & Promoter **POSITION DESIRED*** **Office Administrator**
* **Admin Assistant, Secretary**
* **Project/ Sales Coordinator**
* **Receptionist Cum Customer Care**
* **Sales Executive**
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**CAREER OBJECTIVE**

To enhance my working capacities, professional skills, business efficiencies and to serve my organization in best possible way with sheer determination and commitment.

**EDUCATION & TRAINING**

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| Title of qualification awardedBy Nadia Institute | **Secondary & Arts-BA****Office Admin & Executive Secretary** |

 **Admin/ Commercial Manager cum Project Management**

 15th June 2015 – 20th Oct 2016

**WORK EXPERIENCE**

Position

Period

Responsibilities

Responsive for all Administrative, Project Management, Reception and Secretarial tasks and support accounts. Oversees and administers the day-to-day activities of the office, facilitates resources management, procedures and documentation for the principal, develops policies, procedures, and systems which ensure productive and efficient office operation. Provides assistance and support to the office principal in problem solving, project planning and management, development and execution of stated goals and objectives. Supervises the work of employees in supporting roles, including assigning workload and monitoring employee performance. Performs research and analysis on specific issues, as required, and independently prepares non-routine letters and/or reports, which may be highly sensitive and confidential in nature. Serves as the primary point of administrative contact and liaison with other offices, individuals, and institutions on operational and programmatic matters concerning the Office. Coordinates the disposition and/or resolution of individual problems and disputes involving faculty, staff, students, and/or members of the general public, as they arise. Oversees the operation of office accounts, and plans and monitors expenditures; as appropriate, develops and/or coordinates budgets for the office and associated accounts. Handle pay role. Prepare and manage RFQ, Manage and maintain project and office purchases, including the issuance of PO. Manage, maintain and provide Time Sheets. Prepare and manage delivery notes. Manage the courier, export, import and cargo services, if required. In the absence of PRO, handle the GOVT dept. tasks, like application and cancellation of Visa, Collection of Visa, Passport and other doc, travel arrangements for employees and managers including overseas. Provides and/or oversees provision of staff support to the office, to include handling walk-up and phone interactions, maintaining calendars and travel arrangements, screening, analyzing, and review and answer for all correspondence. Handling day-to-day problems and situations, and provision of secretarial support. Staff record & official documents maintaining confidentiality, filtering CV’s and conducting interviews. Maintain management information systems. Review and answer correspondence. Handle DSOA company portal. Handle and take care of office safety locker. Manage the renewal of Trade License, Office Premises, and Staff Accommodation etc... Take care of all insurance tasks related to employees, projects and vehicles. Organize business itineraries, schedule appointment and programs for conferences and meetings, participating and maintaining minutes of meeting. Maintain attendance and many other responsibilities.

 Position **Sales Executive**

 Period 03rd Nov 2013 - 30th April 2015

 Employer  **AJWA AL MAAB REAL ESTATE – DUBAI**

Responsibilities

Rent, Buy or sell property for clients. Perform duties, such as study property listings, interview prospective clients, accompany clients to property site, discuss conditions of sale, and draw up real estate contracts, Includes agents who represent buyer. Compare a property with similar properties that have recently sold to determine its competitive market price Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other. Appraise property values, Negotiate prices or other sales terms. Promote sales of properties through advertisements, open houses, and participation in multiple listing services. Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting. Interview clients to determine what kinds of properties they are seeking. Gather customer or product information to determine customer needs. Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases. Generate lists of properties that are compatible with buyers' needs and financial resources. Contact current or potential customers to promote products or services. Review property listings, trade journals, and relevant literature, and attend conventions, seminars, and staff and association meetings to remain knowledgeable about real estate markets. Attend events to develop professional knowledge. Support to office managers and working colleagues; approachable, well presented and able to establish and good working relationship with the range of people; Preparing different Tenancy Contract for the Customers & MOU. Proficient in Real Estate CRM system.

 Position Receptionist cum Customer Care Executive and Insurance Coordinator

 Period 03rd July 2009 - 20th Sep 2012

 Employer **AL NOOR POLY CLINIC – DUBAI**

Responsibilities

Greets and directs all visitors, including patients, representatives, job candidates and customers. Optimize patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone Ensure completion of paperwork, sign-in and security procedures, and scheduling of patients. Coordinates schedules for the front desk, assists in managerial tasks and serves as the initial contact in problem resolution. Greets visitors, handles incoming calls, schedules appointments and performs general administrative duties in a healthcare facility. Interview incoming patients prior to admission to gather demographic, insurance and emergency information. Issue invoice and collecting payments/copayments, answering phones, assisting family members, and conducting research for prior hospitalization records and account folders. Sensitivity to confidential matters if required. Serves as a liaison between insurance and healthcare providers to ensure required referrals have been processed correctly for medical specialty visits. Clarifies and verifies details of insurance coverage with private or government carriers and offers information to patients before medical services are provided. Ensure availability of treatment information by filing and retrieving patient records. Contribute to team effort by accomplishing related results as needed etc...

Position Receptionist, Sales Coordinator & Admin Assistant cum Secretary

 Period 23rd March 2003 - 30th June 2009

 Employer **ATIJA COMMERICAL BROKERS & TRADING – DUBAI**

Responsibilities

Provides excellent customer service. Handling the customer enquiries whilst providing a high quality of service to each caller. All Kind of sales correspondence: - Responding to sales queries through phone, e-mails and letters. Coordinating with Customer for Closing Sales Deals. Contacting potential customers to arrange appointments. Resolving any sales related issues with customers. Completing the administrative needs of the Sales Dept. Supporting the field sales team. Gather information about people who are interested in buying or selling properties. Capture and report on all Customer Service as appropriate disciplinary actions. Recognizing and managing assertive customer calls. Update the contact database. Prepared summary of inquiries for consumer help line personnel. Contact customers and schedules appointments according to established procedures or make follow-up calls to confirm orders or delivery dates. To help sales representatives improve their productivity and spend more time selling, sales coordinators provide a variety of support services. Contribute to customer satisfaction by ensuring the accuracy and timely processing of orders. Handle orders by telephone or email to check they include correct prices, discounts and product numbers, contacting customers to resolve any queries.

Preparing Tenancy Contract for the Customers & MOU. Effectively communicating with customers in a professional and friendly manner. Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents. Input orders to the company’s computer system and ensure that orders are processed in line with customers’ delivery requirements. Inform customers of any delays and arrange alternative delivery dates etc..

Worked as a Promoter & Freelance Sales Executive for several companies & products.

**PERSONAL SKILLS & ABILITIES**

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| Languages | **English; Hindi; Tamil; Malayalam; fair Arabic** |
| Computer | **MS office/ Out Look/ CRM System** |

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| Other Skills | Ability to work independently and in team environment; Excellent organizational and Time management; Strong oral Communication skills; Strong follow-up and to deal with tact: Diplomacy and confident; Proactive & assertive. Work methodically, accurately and neatly. |

Reference will be provided upon request.