

**ABDULLA**



**ABDULLA.331620@2freemail.com**

**ADMINISTRATION & CUSTOMER SERVICEMANAGEMENT**

**PROFESSIONAL**

Please scan to capture contact details

**OFFICE Administration | Customer Service Management**

**Career Summary**

* Competent & diligent professional with 3+ years of rich experience in managing Office Administration, Hospitality Management and implementing measures / modifications in the operating procedures to optimize resources. Hands on knowledge in developing procedures, service standards and operational policies for hospitality upkeep.
* Deft in managing wide spectrum of administrative tasks including maintenance of office equipment, vendor management, monthly and quarterly finance reporting, purchasing, stationery records, inward and outward mails and coordination between business units and offices.
* Knowledgeable in observing, implementing and controlling office hygiene, tidiness, orderliness, waste of stationeries, absenteeism and late reporting of staffs. Exceptionally well organized with a track record that demonstrates self-motivation, creativity and initiative to achieve both personal and corporate goals.
* Proven ability to provide a high level of Customer Service surpassing market standards. Excellent leadership, negotiation, oral/written communication, interpersonal, intuitive, and analysis skills; thrives in both independent and collaborative work environments

***Core Expertise:***

**Career History**

**-CAPRICON SYSTEM, Kanhangad, India**

**Office Administration and customer representative (September 2012– september2014)**

**-international travel network, Riga, Latvia**

**Customer representative (December 2014 – march 2015)**

**KASARAGOD, INDIA**

**Office administration and customer representative (may 2015 – September 2015)**

**Domain Skills**

* Managing Office Administration, Office maintenance including housekeeping, vendor management, general operations, Vendor coordination and stationery maintenance and payment processing.
* Maintaining and managing upkeep of office administrative facilities and ensure availability of daily miscellaneous requirements.
* Liaising and coordinating with various departments within the corporate office and all branch offices, following up on pending issues and actions.
* Taking care of all admin activities including Maintenance, preparation, analysis, negotiation, and review of utility contracts, Record keeping, Office supplies Procurement & Disposal, Vendor management etc.
* Identifying service improvement initiatives and Initiating service improvement plans, interpreting technical issues and relaying business impact to the business owners.
* Ensure all service levels as agreed are matched to the client’s expectations as per the length and breadth of the contract.
* System support engineer and data entry analysis.
* Corresponding and communicating on the company behalf including checking & responding to the e-mails with strict confidentiality.
* Maintains a variety of financial records such as petty cash fund, Purchase orders and cheque requisitions. Provide a yearly performance evaluation/assessment of employees within the FM.
* Processing payroll and supplier invoices, ordering new stock and maintaining stock levels and liaising with suppliers regarding queries
* Providing high level administrative support involving efficient management of office equipment, communication instruments, office automation, office administration and transport
* Anticipating and identify potential problems in relation to issues arising, particularly when priorities can change at very short notice.
* Good knowledge on computer application and software’s, analytically and mathematically strong.
* Analysis of system errors and network problem solutions
* Directing the work flow, supervising and training the associate analysis
* Preparation and presentation of periodical quality and efficiency reports

**Education**

* **Bachelor of Computer application** from CMJ university , India- 2012
* **Network technician in government ITI kasaragod,** India- 2012

**technical certification**

* **Diploma in network technician (MS- office suite, internet, LAN , WAN and router connections)**

**IT Skills**

Proficient in Windows, MS Office, Photoshop, software installation, Internet and Email Applications

LANGUAGE SKILLS

* INTERNATIONAL ENLISH LANGUAGE TESTING SYSTEM- IELTS ( OVERALL BAND IS 5 )

**Personal Details**

* **Date of birth:**16th APRIL 1990
* **Languages:**English, Hindi and Malayalam
* **Nationality:** Indian
* **Driving License**: Valid India
* **Visa status**: visit visa