****

**Ismail**

[**Ismail.348875@2freemail.com**](mailto:Ismail.348875@2freemail.com)

**EXECUTIVE SUMMARY**

An ambitious and results-driven individual with strong academic credentials combined with “real world” business experience and a diverse background of extra-curricular activities and interests. Possess strong leadership skills along with the ability to deal creatively and practically with Business Administration and interact effectively with colleagues and clients.

**CORE SKILLS:**

* Technology Skills
* Communication Skills
* Organizational Ability
* Problem Solving Skills
* Team Management
* Leadership skill
* Self motivated

**PROFESSIONAL WORK EXPERIENCE:**

**Administrative Assistant** (Construction & Civil Engineering Group)

Calicut Landmark Builders

Jan 2016 – Feb 2017

**Achievements and Awards**

* Attended Various Trainings like Presentation skills and Customer Interaction

**Responsibilities**

* Organizing and scheduling appointments
* Planning meetings and taking detailed minutes
* Maintain procedures with regard to organizational standards
* Employee supervision and management
* Answering and Directing Phone calls

**Administrative Assistant** (Hospitality & Tourism Group)

Quality Skyline Hotel

Dec 2014 – Dec 2015 (Part time& Summers)

**Achievements & Awards**

* Attended various trainings like Customer Interfacing Skills, Presentation Skills, Sales Driving Skills etc, in Quality Skyline Hotel.
* Employee of the Quarter July 2014

**Responsibilities**

* Maintaining excellent level of customer service during working hours
* Run End of the day process in Property Management Software (PMS)
* Maintain procedures with regard to organizational standards
* Employee supervision and management
* Inventory control

**Administrative Trainee** (Customer Service Centre)

Akshaya e Centre

May 2013 – Feb 2014

**Responsibilities**

* Maintain Excellent level of customer service
* Maintain procedures with regard to organizational standards

**EDUCATION**

**MBA Brand Management : (University of Bedfordshire 2015)**

**BA English Literature : (Calicut University-India2013)**

**Plus Two Humanities : (Kerala Board of Secondary Education-India2010)**

**TECHNICAL SKILLS:**

* Microsoft Windows
* MS-Word & MS-Excel
* Social Media Advertising and Marketing
* Search engine optimization
* Typing speed 45 wpm
* Adobe Photoshop

**PERSONAL DETAILS:**

Date of Birth : 10th October 1992

Nationality : Indian

Place of Birth : Anakkayam, Malappuram

Marital Status : Single

**Reference:**

To be furnished upon request