**HANADI**

**HANADI.366496@2freemail.com**

**OBJECTIVE**

I would like to work in a challenging and competitive environment, where the smallest of successes brings about a sense of achievement and satisfaction, I aspire for a position where I not only contribute to the organization but at the same time constantly evolve myself so that I can serve everyone around me better with each passing day

**EDUCATION QUALIFICATION**

2015 - Certified First Aid & CPR – Vigilant Safety Services.

2012 - BCom Graduate with ACCA paper 1, 2 and 3

2009 - HSC from PROGRESSIVE ENGLISH SCHOOL, SHARJAH

2007 - SSC from PROGRESSIVE ENGLISH SCHOOL, SHARJAH

**WORK EXPERIENCE**

**Khalid Mitwalli Contracting L.L.C (07/2016 – till date)**

 **Receptionist/Secretary**

* Serving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
* Answering the calls and forwarding incoming phone calls to the desired person, drafting of emails.
* Receiving and sorting daily mail/deliveries/couriers
* Maintain security by following procedures and controlling access via the reception desk (monitor logbook, [issue visitor badges](https://resources.workable.com/workplace-visitor-policy-template))
* Update appointment calendars and schedule meetings/appointments.
* Taking accurate Minutes of Meeting.
* Perform other clerical duties such as filing, photocopying, collating, faxing etc.
* Writing letters and emails on behalf of Manager. Booking conference room, taxis, and hotel.
* Order office supplies and Equipments, maintain files and folders, track and process annual fixed asset inventory.
* Ensure that packages for board meetings are prepared and distributed in time
* Submit and reconcile travel expense report.
* File and update contact information of employees, customers, suppliers and external partners.

**Eros Electricals (09/2014) – (06/2016)**

 **Customer Care Representative (09/2014-04/2015)**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Assist with placement of orders, refunds, or exchanges.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Answer questions about warranties or terms of sale.
* Suggest solutions when a product malfunctions.
* Utilize computer technology to handle high call volumes.
* Compile reports on overall customer satisfaction.

**Secretary cum Coordinator (05/2015-06/2016)**

* Act as a liaison between the external or internal clients, partners, managers, and consultants in coordinating meetings.
* Assist the department in the preparation of the presentations and summarizing reports & documents. Administers completion and ensures accuracy of the data being presented.
* Review reports that were forwarded to the department and distinguish data that requires more information prior to approval.
* Represents the department for any inter-department meetings pertaining to Corporate Support (HR, Admin, IT, Finance, ISO) administrative tasks.
* Manage and prioritize the multiple tasks that have been assigned.
* Provides periodic reports and updates (i.e. price list, purchase, sales & inventory, budget vs. actual report, etc.) on the activities as required.
* Loylogic online orders; billing (ERP), shipping and updating order at the websites.
* Maintaining Loylogic order FeDex shipping reference number.
* Updating Daily Promoter sell out report.
* Preparing Promoters monthly incentive.
* Maintaining data for Promoters target and achievement.
* Documentation for Promoters deployment, security deposit/expense.
* Weekly stock and sell out data reports of Power Retailers for Samsung Tablets.
* Promoter management/coordination (attendance, sell-out & reports).
* Updating Promoter activity report.

**Data Direct Outsourcing Company (01/2014) – (04/2014)**

* Outbound calling to prospects for various projects and clients
* Inbound calls handling
* Information capturing in the system
* Providing daily reports to Supervisor

**Sharaf DG @Gitex**

As Sales Promoter ( Acer ) **Oct-7, 2012**

**Plug ins @Gitex**

As Sales promoter ( Acer ) **Oct-5, 2013**

**Springdal Indian School (2010 – 2011)**

* Preparation of regular accounts for review
* Maintaining petty cash
* Preparation of journals and internal transfers as required
* Review of expenditure against budget lines.

**POSITIVE STRENGHTS**

* Able to handle high work pressure smoothly / believe in hard work.
* Able to complete the job with minimum supervision.
* A good team worker and believe in team work.
* Flexible for changes which will be in the interest of work.
* Dynamic and good decision maker.
* Good telephone manners and technique.

**IT SKILLS**

* Microsoft office (MS-excel, MS-power point, MS-word) V-look up & Pivot Table.
* Internet Application.
* Certified in Tally 9.0
* Certified Graphic Designer

**PERSONAL DETAILS**

Date of Birth : 12th SEPTEMBER 1990

Languages Known : English, Hindi/Urdu, Marathi