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| Ishak  |  Untitled-2 |

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CAREER OBJECTIVE

**To leverage my 11+ years of Secretary and Administration & Human Resource, Executive-Assistant and Customer Care Officer experience, expertise in Office-Assistant and Logistics into High Confidential Sector. Can speak English and Arabic .**

ACADEMIC DETAILS

* Bachelor in commerce [2005] with aggregate of 78 from Maharashtra board
* Higher School Certificate [Pursuing] with aggregate of 71 from Maharashtra board
* Secondary School Certificate [Pursuing] with aggregate of 82 from Maharashtra board

WORK EXPERIENCE

1. Worked as **Customer Care Officer (CCO) & Team Leader** in Spanko Pvt Ltd from Sep 2005 to Dec 2006
 **Role :** The primary role of a customer care officer within the team is to respond to a variety of customer requests via the telephone, respond promptly to customer inquiries, handle and resolve customer complaints, obtain and evaluate all relevant information to handle product and service inquiries, provide pricing and delivery information, perform customer verification, set up new customer account, process order, forms, applications and requests
2. Worked as **Administration Officer & Execute-Assistant** in Apple Health Pvt Ltd from Jan 2007 to Feb 2010
**Role :** Administers the day-to-day activities of the office, develop 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 and development and execution of stated goals and objectives, supervise 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 reports which may be highly sensitive and confidential in nature, organizes and facilitates meetings, conference and other special events, coordinate and attend committee meetings and participate in committee discussions, assist in the coordination, supervisor and completion of special projects as appropriate, recruit new members and train them
3. Worked as **Office-Assistant & Trainer** in Amiri Diwan (Qatar) from May 2010 to Jul 2015
**Role:** Answer phones and transfer to the appropriate staff member, take and distribute accurate message, coordinate messenger and courier service, receive sort and distribute incoming mail, monitor incoming emails and answer or forward as required, prepare outgoing mails for distribution, fax, scan and copy documents, maintain office filing and storage systems, update and maintain databases such as mailing lists, retrieve information when requested, update and maintain internal staff contact lists, co-ordinate and maintain staff administrative records such as staff parking, staff phones, type documents, reports and correspondence, organize travel arrangements for staff, co-ordinate and organize appointments and meetings, monitor and maintain office supplies, ensure office equipment is properly maintained and serviced, keep office area clean and tidy
4. Working as **Secretary and Office Manager**  in A & A distributors from Sep 2015 to till date
**Role :** Undertake the tasks of receiving calls, take message and routing correspondence, handle requests and queries appropriately, maintain dairy, arrange meetings and appointments and provide reminders, make travel arrangements, take dictation and minutes and accurately enter data, monitor office supplies and research advantageous deals or suppliers, produce reports, presentations and briefs, develop and carry out an efficient documentation filing system, conserves executive’s time by reading, researching and routing correspondence, drafting letters and documents, collecting and analyzing information, initiating telecommunications, maintain customer confidence and protects operations by keeping information confidential, represents the executive by attending meeting in the executive’s absence, speaking for the executive

FIELD OF INTERESTS

* Secretary
* Office Management
* Office Assistant
* Administration
* Logistic Officer
* Customer service Support

 SKILLS

* Self-motivation and ability to take the initiative
* Ability to Work in a Team Structure
* Ability to Obtain and Process Information
* General office Discipline
* Communication Systems Management
* Asset Management
* Office Equipment Management
* Courier, Post & Dispatch Management
* Canteen Management
* Travel Management
* Conference & Meeting Management
* Stationary Control
* Security Management
* Document management

ACHIEVEMENTS

* Responded to over 85 customers calls daily and solved 90% of their concerns
* Served customers in a positive way, receiving two customer service awards in past jobs
* Assisted credit manager in account collection by phone and mail, increasing accounts receivables by 20%
* In yearly bases one has to achieve more than 75% in daily work, I had achieved more than 85% continues 5years

 CURRICULAR ACTIVITIES

* Volunteer
* Leadership
* Community Service
* Different languages

 STRENGTH & HOBBIES

* Able to take on responsibility
* Strong customer service skills
* Having ability to accomplishes staff results by communicating job expectations; planning, monitoring and appraising job results; coaching, counseling and disciplining employees; initiating, coordinating and enforcing systems, policies and procedures
* Having ability to Verbally Communicate with Persons inside and Outside the Organization
* Having ability to Plan, Organize and Prioritize work
* Socializing with friends : Team player than loner
* Completes special projects by organizing and coordinating and requirements; planning, arranging and meeting schedules, monitoring results
* Provides historical reference by developing and utilizing filing and retrieval systems
* Improves program and service quality by devising new application; updating procedures; evaluating system results with users
* Provides Communication systems by identifying needs; evaluating options; maintain equipment; approving invoices
* Purchasing materials and forms by obtaining requirements; negotiating price, quality and delivery
* Provides historical reference by developing and utilizing and retrieval system
* Maintains continuity among corporate, division and local work teams by documenting and communicating action, irregularities and continuing needs

Place: Mumbai India (Ishak )