Stephani

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# profile

* An organized and detail-oriented person, who possesses a considerable amount of knowledge regarding administrative and office procedures
* Able to adapt to changing priorities and maintain a positive attitude and strong work ethic
* Dedicated & focused; able to strategize & prioritize effectively to accomplish multiple tasks and stay calm under pressure

# Education

* Bachelor of Science (April - 2004) Goa, India

(Goa University)

* Diploma in Information Technology(April – 2005) Goa, India India, Goa
* Diploma in Secretary & Office Management(August – 2009)  Kuwait
* Proficiency in IT Fundamentals & Microsoft Office 2007 (October – 2010) Goa, India

# Experience

Sikologia Consultancy & Training (Temporary Staff) Business Bay

Office Administrator Nov 2016,

(Mar – Apr) 2017

* Organizing and scheduling of client appointments, meetings, workshops & meditation sessions.
* Manage phone calls and correspondence (emails, packages etc.)
* Prepare relevant documentation – e.g. Invoices, letters, documents & reports.
* Create and update records and database.
* Preparing and keeping the required documents for any government related renewals.
* Track stocks of office supplies and place orders whenever required.
* Bank related work.
* Liaise with PRO.
* Maintaining petty cash.
* Performs other position related duties as assigned, depending on assignment set.
* Assist colleagues whenever necessary.

BAIT AL RAYAN Sharjah

*IT Delivery Controller* Sep 2015 – Mar 2016

* Ensure successful (on time) delivery of assigned business IT projects through coordination with all involved parties other IT Group departments and external suppliers
* Provide fair, accurate and timely feedback to line management on the performance of resources assigned to the project. Effectively manage, utilize and support assigned project resources to deliver to the best of their ability on time, budget and scope
* Ensure solution testing follows a methodical approach and is coordinated with all relevant parties to ensure it is performed at all appropriate stages of the project and is conducted comprehensively and that testing results are properly approved
* Perform a continuous assessment of risks and issues on assigned business IT projects and address/mitigate them to minimize impact, ensure solutions are delivered within the agreed parameters & timely and accurate reporting and senior management engagement, recommending re-planning, recovery or termination of business IT projects where necessary
* Work closely with sales team & deal with customer complaints and answer questions about business services
* Send invoices, process paperwork & follow up unpaid invoices
* Record office expenditure and maintain supplies of stationery and equipment
* Maintain the condition of the office and arrange for necessary repairs, oversee the recruitment of new staff

**CEVA LOGISTICS**  **Dubai**

*Administrator cum Receptionist* – *(Temporary Staff)* May 2015 – July 2015

* Answer, screen and forward any incoming phone calls while providing basic information when needed
* Receive and sort daily mail/deliveries/couriers
* Update appointment calendars and schedule meetings/appointments
* Perform other clerical receptionist duties such as filing, photocopying, scanning, faxing etc.
* Prepare gate passes for free zone area
* Prepare LPO’s for pantry supplies, office supplies, stationary items, business cards travel booking etc.
* Receive and send couriers
* Make reservations for meeting rooms
* Scan, print & send fax
* Assist the accounts with receiving invoices and petty cash

**EMIRATES HOME NURSING Dubai**

*Administrator cum Receptionist* Jan 2011 – Mar 2011

* Answer incoming calls and direct them to appropriate people
* Conduct pre-telephonic interviews over the phone
* Prepare quotation for client
* Schedule meetings for our manager
* Prepare memo’s for the staff
* Prepare invoice and collect cash from our clients
* Maintain a proper filing system
* Co-ordinate with the company PRO and update if any visa processing, medical, DHA license, visa renewal is needed for the staff.
* Handle Petty cash
* Co-ordinate with the suppliers for staff uniforms, stationary, pest control, computer maintenance etc.
* Prepare staff schedule for the week
* Arrange drivers for pickup and drops for the nurses to client’s house and office
* Prepare various monthly reports
* Prepare staff record for accounts

KUWAIT DANISH DAIRY COMPANY (KDDC) Kuwait

*Lab Technician & Oracle Data Entry Operator in the QC Department*  Nov 2005 –Mar 2010

* Work with Oracle Systems for Quality Control Department
* Assist the ISO Team on recording of all standard operating procedures
* Maintain simple, suitable and easy accessible filing
* Enter both chemical & microbiological results after the product has been tested
* Make various types of reports from laboratory equipments for e.g. Milkoscan, Millipore Filtrate, Stomacher etc.
* Check the results and report directly to the laboratory Managers
* Prepare various cultural media
* Test fresh dairy products, fermented and non-fermented dairy products, raw material (fruit concentrates, raw milk powders, and stabilizers), juices, tomato paste, and bakery products.
* Gross identification of bacteria by using various staining methods

**APOLLO VICTOR HOSPITAL India, Goa**

*Front Office Executive* Feb –Sep 2005

* Handle responsibilities of ensuring that all queries & complaints of the patients are promptly attended
* Assist the Health check department in setting appointments for out patients and document their results in the central database
* Assist out patients throughout their entire health checks & prepare their final reports
* Prepare monthly case load reports

# PERSONAL

Nationality : Indian

Marital Status : Married

Visa Status : Husband Visa

Languages Known : English, Hindi & Konkani