**Front Desk – Office Administration**

Priti

[**Priti.374614@2freemail.com**](mailto:Priti.374614@2freemail.com)

**Professional Strengths**

**Administrator – Front Desk Officer – Secretary – Receptionist**

A ‘Front Desk Officer/Administrator’ with over 5 years of valuable experience in the field of secretay to CEO and administration in UAE and India. Skilled at day to day administrative activities from handling incoming calls to document controlling, with the zest for operational management, timely delivery and cost effectiveness.

Comprehensive experience spanning projects in the writing service arena, specializing in planning, scheduling, adminitration and quality control. Adept at building coordination across diverse teams that include clients, vendors, and consultants.

Strong administrative and analytical skills, with a penchant for cost savings, trouble shooting and process development.

**Key Skills**

|  |  |  |
| --- | --- | --- |
| Administration | Petty Cash Management | Office Supplies Management |
| Document Control | Operational Support | Self Motivation |
| Process Quality | Ducument Management | Computer Proficiency |
| Effective Communication | HR Support | Apt Learner |
| Leave Management | Customer Service | Team Player |

|  |  |  |
| --- | --- | --- |
|  |  |  |

**Professional Contour**

|  |
| --- |
| Front Desk Officer / Administrator Feb 2015 – Present  *RAMC, Dubai [UAE]* |

**Major Job Duties:**

* Carrying out day-to-day front desk operations making sure smooth and efficient running of business; efficiently answering all incoming calls and inquiries and transferring them to the relevant department.
* Organizing and arranging delivery and pick up of all business related documents via proper courier companies; compiling and maintaining records of transactions and sending monthly statement to finance department.
* Reviewing and circulating incoming faxes; assisting with outgoing faxes on a timely manner.
* Meeting and greeting walk in clients; successfully communicating and providing them information/advise on their queries.
* Ensuring the issues/concerns are reported and addressed as quickly as possible by the relevant department and update clients about the resolution status.
* Posting advertisements about the products and services and ensuring the information is precisely communicated to marketing division.
* Ensuring all marketing plans and strategies are approved by the marketing manager prior proceeding with the advertisement campaigns.

|  |
| --- |
| Receptionist /Assistant to CEO Oct 2013 – Jan 2015  *Hayoun Group International, Dubai [UAE]* |

**Major Job Duties:**

* Answered incoming telephone calls politely and professionally; dealt with inquiries and information.
* Collected and dispatched couriers, faxes and prepared reports with client details.
* Maintained call log with detailed information for all incoming calls and inquiries.
* Scheduled meeting for the chief executive officer and prepared meeting notes.
* Prepared various official documents such as invoice and other reports on a regular basis.
* Ensured reception and other areas are clean, hygienic and welcoming.
* Scanned documents and updating internal system diligently.

|  |
| --- |
| Administrative Staff / Receptionist May 2010 – Apr 2013  *Divya Overseas, Anand [India]* |

**Major Job Duties:**

* Answered and managed all incoming calls, inquiries and redirect them to the relevant department.
* Greeted visitors and clients with courtesy, respect and route them to desired location.
* Assisted staff members in distributing student’s material such as homework to their places.
* Managed, sorted and distributed emails and messages pertaining to the facility and distributed them accordingly.
* Prepared and distributed computerized reports such as student details data and classes timetable.
* Maintained office supplies and ordered when required; assisted in document scanning and faxing.

**Educational Qualification & IT Skills**

|  |
| --- |
| Education: Bachelor of Arts (English) – Gujarat University [India] 2008 – 2010  Diploma in Food and Beverages, IHAM – Gujarat  Diploma in Air Ticketing and Travel Management – Gujarat |
| Technical Skills: MS Office, Browsing & Database development |

**References:** Furnished upon request.