**Shini**

**Address:**

**Nationality:**

**Email:**

Sharjah, UAE

Indian

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**Career Objective**

To seek entry in Administration & Facilities, Customer Services, Executive Secretary, HR, and related functions in an organization that demands the best of my ability in terms of technical and analytic skills, and helps me in broadening and enhancing my current skill and knowledge.



**Strengths**

* Qualified and Experienced Professional in Administration and Office Operations
* Ability to work under pressure, highly motivated and multi-task oriented
* Maintains Quality standards and service
* Excellent leadership skills, quick learner, and dedicated
* Trustworthy, ethical and discreet



**Key Competencies / Skills**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| • | Time Management | • | Customer Service Skills |  • | Interpersonal Skills |
| • | Supplies Maintenance | • | Organizational Skills |  • | Responsibility |
| • | Business Correspondence | • | Administrative Skills |  • | Result Oriented |
| • | Dedicated and Loyal | • | Team Player |  • | Filing and Record Keeping |



**Employment History**



Alliance Global (October 2016- May 2018)

Admin Assistant

Roles and Responsibilities:

* Arrange hotels, airline tickets and visas for guests as required and create LPO’s.
* Answer and screen telephone calls
* Maintain electronic and hard copy filing system
* Coordinate and maintain records of staff, telephones, and petty cash
* Maintaining the ISO documents Master List
* Coordinate Guest services for Training Classes and manage meeting rooms
* Arranging Driver’s schedule ensuring shipments delivery in a timely manner
* Provide monthly attendance report for the HQ.
* Maintain office supplies and manage the office assistants also administer office maintenance tasks as it arrives.
* Organize and schedule new candidate appointments.
* Act as a point of contact for Internal and External clients.

Al Baddad International (February 2016- August 2016)

Admin Assistant cum Secretary

Roles and Responsibilities:

* Receive guests and promptly attend to queries and requests and walk-in job seekers.
* Handles incoming calls with tact.
* Ensure the daily smooth operations of office equipment, lighting's, air-cons, etc. to avoid any work interruptions, monitor expiry of equipment contracts and seek approval before renewal.
* Coordinate courier service and distribute mails, faxes and other documents. Maintain records of incoming and outgoing mails and documents.
* Provide daily general administrative and support duties to HR departments such as data entry, filing, sorting and scanning of documents and photocopying.
* Search new employees and schedule them for an interview under the appropriate department.
* Identify most suitable as well as best quality service with reasonable possible rates.
* Maintain records of all incoming and outgoing documents.
* Coordinate all project activities and provide project administration support



ASTER - Br. of DM HEALTHCARE MANAGEMENT LLC (JUNE 2014 – JANUARY 2016)

Customer Service Executive

Roles and Responsibilities:

* Handles an incoming call from the patient/customer/client within the Medical Centers and

Pharmacy of Aster with inquiries regarding doctor’s schedule, location of the medical centers, profile of the doctors, medicines and laboratory results.

* Conducts daily telephonic surveys regarding the services offered by the customer representatives, nurses and doctors within the scope of Aster DM Health care.
* Responds to email sent by a customer/patient/client.
* Provides an excellent customer service. Provides coherent information regarding doctor’s profile.
* Transfer customer calls directly to the appropriate staff.
* Canceled an appointment once requested by the customer/patient for a certain doctor.
* Produce daily call reports.
* Coordinate with hotel staff and doctors for Doctor on Call services.
* Assist in training of new employees.



TIME EVENTS (APRIL 2014-MAY 2014)

Sales Executive

Roles and Responsibilities:

* Representing the company in different shopping malls in Dubai
* Negotiating on price, specification with buyers
* Challenging any objections with a view to getting the customer buy the product
* Discussing special promotions
* Checking quantities of goods of display and on stock
* Recording sales details on computer system

**Academic Qualifications**

* Bachelor of Science in Business Administration Honors in International Business, London City College, Dubai, 2016
* Completed High school education from Our Own Indian School, Dubai, 2013



**Certifications**

Certified Human Resource Professional Certificate from Phoenix Educational Institute Karama, Dubai, UAE, 2017



**Technical Skills**

MS Word, MS PowerPoint, MS Excel, Outlook



**Additional Information and Personal Profile**

|  |  |  |
| --- | --- | --- |
| Date of birth | : | 12/09/1995 |
| Visa | : | Father’s sponsorship |
| Hobbies | : | Music, Reading, Traveling |
| Driving License | : Holding valid UAE driving license |
| Marital Status | : | Single |
| Languages Known | : English, Malayalam, Hindi, Tamil, Arabic |
| Reference | : | May be furnished on demand |



**Declaration**

I hereby declare to the best of my knowledge and belief, all particulars I have mentioned above are true.

Shini