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| **Hasnuddin**  **Email:** [hasnuddin.383217@2freemail.com](mailto:hasnuddin.383217@2freemail.com)  **Experience:** 8 years 2 Months  **Nationality**  Indian  **Marital Status**  Married  **Software Skills:**  MS Office,MAC OS  .Net, HTML,Oracle,Sql | **Educational Qualification:** **08/2006-8/2009-**Master of Computer Applications (M.C.A)  Nizam institute of Computer Sciences,  Osmania University, INDIA  **Professional Summary:**  Efficient and polished Executive Secretary able to provide proficient administrative assistance and organizational support within the executive suite. Able to multi-task and prioritize independently with confidentiality, remain neutral with political arenas and yet operate as a cohesive collaborator, reliable, accurate and punctual.  **Core Qualification:**   * Administrative Support, * Arranging Conferences, * Travel Arrangements, * Visas Arrangements, * Project Management, * Expense reports, * Mailing * Preparing Correspondence memos   **Professional Experience:**  **Omar Zawawi Establishment LLC (OMZEST)**  **Executive Secretary to Chairman,** **10/2012 – 05/2018 ,**  **Muscat, Oman**  Taking dictations directly from the Chairman, maintaining meeting schedule, prepares and processes correspondence, agendas, general papers, maintaining diaries, monitoring the movements of senior managements, making appointments and travel arrangements, carrying out daily administrative activities which includes maintaining adequate supplies of office stationary, ensuring all communications particularly relating to the owners, guests and the corporate office are handled promptly and professionally.  **Key Accomplishments:**   * Extensively working on Mac Wiki and Microsoft Office. * Arranges conferences and meetings; prepares and assembles materials; confirms, and processes travel arrangements and expense reports. * Manage and maintain executives travel schedules. * Prepares and processes confidential correspondence, reports, agendas, and general papers; composes and types routine correspondence, memos, letters, reports. * Read and analyze incoming memos, faxes and reports to determine their significance and plan their distribution. * Answer phone calls and direct calls to appropriate parties or take messages. * Maintains departmental databases, cash controls, accounting and purchasing records; coordinates billing to departments; maintains accounts receivable database system. * File and retrieve corporate documents, records, and reports. Researches, gathers, and analyzes data. * Operation of office equipments like fax, high speed scanning, color photocopier, binding and laminating machine. * Greet visitors and determine whether they should be given access to specific individuals. * Perform general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.   **ICICI BANK PVT LTD Phone Banking Officer,**  **01/2011-09/2012**  **Hyderabad,India**  Providing administrative and executive support within busy office. Manage executive team’s calendar; planning new joiners training modules; prepare reports, spreadsheets and presentations; manage records; and administer database  **Key Accomplishments:**   * Demonstrated ability to quickly learn organizational processes, workflows, policies and procedures of various departments. * Handled a range of administrative support and office management functions. * Developed PowerPoint presentations, new tracking systems and reports that were praised for their quality, comprehensiveness and timeliness. * Created databases and spreadsheets that improved inventory management and reporting accuracy * Earned a reputation for rapidly and calmly resolving customer complaints. * Managed database administration, spreadsheet creation, meeting scheduling and expense tracking. * Answered telephones and courteously assisted customers within high-volume, deadline-driven settings.   **Freelancer Technologies Pvt. Ltd.** **Team Lead/Customer support Executive**  **11/2009-12/2010**  **Hyderabad, India**  Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.  **Key Accomplishments:**   * Promoted to team lead position to recruit, train and supervise 25+ customer service reps. * Foster an environment in which customers enjoy high levels of service and employees are motivated to deliver top performance. * Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume). * Became the lead "go-to" person for new reps and particularly challenging calls as one of the company’s primary mentors/trainers of both new and established employees. * Helped company attain the highest customer service ratings (as determined by external auditors) - earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness. * Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.   **Knowledge, Skills, Abilities and Personal Characteristics**   * Well versed in MAC OS. * Knowledge of office practices and procedures * Knowledge of computing hardware and software resources, including web activity * Interpersonal/human relations skills * Verbal and written communication skills * Program coordination skills, Organizational/planning skills * Accounting and bookkeeping skills * Ability to compose and edit correspondence * Ability to manage multiple tasks simultaneously * Ability to type and operate personal computer, various software programs, and modern office equipment * Ability to maintain confidentiality |