**SHAHANAS**

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Talented with supportive skills to accomplish assigned work independently with aspiration to grow in the career ladder aligned with objectives of the organization. Driven and motivated to help organizations thrive.



**Email id:** [shahanas-399088@2freemail.com](mailto:shahanas-399088@2freemail.com)  **Whatsapp no:** +971504753686



**CAREER EXPERIENCE**

**Administrative Support**

* Content coordination for social media and digital platform of interface between IICD and Lifelab.
* Communicate effectively with multiple departments to plan meetings. Established strong relationships to gain support and achieve results.
* Prospecting and telecommunication with prospected institutions in UAE.
* Handling multiple projects and generating reports.
* Provided timely, courteous and knowledgeable response to information requests, screened and transferred calls and prepared official correspondence.
* Developed innovative PowerPoint Presentations and researching.
* Scheduled and coordinated meetings, appointments, and travel arrangements for executive members and Managers.
* Handling Back office secretarial of Lifelab for office manager of IICD.
* Handle sensitive information in a confidential manner.
* Database management of clients and participants of the programs.

**Program Coordination Assistant**

**Lifelab International, Kerala, India** (12/2016 - 08/2018)

* support planning and coordination of a program and its activities
* Ensure implementation of policies and practices
* Maintain budget and track expenditures/transactions
* Manage communications through media relations, social media etc.
* Help build positive relations within the team and external parties
* Schedule and organize meetings/events and maintain agenda
* Ensure technology is used correctly for all operations (video conferencing, presentations etc.)
* Prepare paperwork and order material.
* Keep updated records and create reports or proposals.
* Assist Facilitators for delivery of the program including session handling.
* Support Training head in need assessment, module customization with facilitators, end to end communication with them.
* Process request of interested Institution for conducting different programs.
* Help to build positive relations within the team and external parties
* Keep all members of the team up-to-date with relevant project information

**Customer Service Executive**

**Lifelab International, Kerala, India** (11/2015 - 11/2016)

* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents.
* Follow communication procedures, guidelines and policies.
* Coordinating service delivery to clients.
* Provide accurate, valid and complete information by using the right methods/tools.
* Maintaining a positive, empathetic and professional attitude towards customers at all the time.
* Responding promptly to customer inquiries.
* Ensure customer satisfaction and provide professional customer support.
* Providing feedback on the efficiency of the customer service proficiency.
* Knowing our product and services in and out so that can answer efficiently.
* Processing orders, forms, applications and requests.

**Skill Development Executive for Communicative English and Information Technology**

**Christ College, Kerala, India** (09/2014 - 12/2014)

* Offering group of students with necessary skill set in Communicative English and Basic IT skills and Personality Skills.
* Facilitate them to participate in the gamification strategy of ASAP to inculcate required professional skills indirectly.
* Helping learners in career planning.

**CERTIFICATES**

* Online HR Certification Program Inhusys
* Additional skill Acquisition Program (ASAP) Govt.of Kerala
* Teachers Eligibility Test (TET) Govt.of Kerala

**EDUCATION**

* B.Ed. in Mathematics
* M.Sc. in Mathematics
* B.Sc. in Mathematics

**KEY SKILLS**

* Self-motivated with a desire for continuous learning with very good level of confidence and a fast learner.
* Ability to work in multicultural environment and with all levels of employees and the ability to quickly adapt to changes.
* Excellent Presentation, interpersonal, and Organizational Skill.
* Excellent computer skills, and ability to operate MS Office, Word and PowerPoint.
* Decision making.
* Excellent communication skill both in spoken and written.
* Ability to work under pressure and to meet deadlines.
* Progressive approach towards innovation and organizational changes.

**LANGUAGES**

* Full Professional Proficiency in English
* Limited Working Proficiency in Hindi
* Native or Bilingual Proficiency in Malayalam

References & Certificates can be provided upon request.