**Gazala**

[**gazala.148899@2freemail.com**](mailto:gazala.148899@2freemail.com)

**SALES | COORDINATION | ADMIN | MARKETING**

Profile: Female , Single

Language: English, Urdu & Hindi

Visa Status Employment visa

Notice period Immediately

**CAREER SUMMARY – Objective**

A highly competent, motivated and enthusiastic administrative assistant with over 5 years’ experience of working as part of a team in a busy office environment. Well organised and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems.

Objective is to work in an exciting and professional environment of the organization with personal development and growth possibilities and to achieve company’s goal through professional ethics, sincere commitment and hard work.

**Core Competencies**

Strong Communication Skills, Memo writing, Letter typing, internal / external coordination, document filling, diary management, management support, travel arrangements, front desk, expense reports & Attendance

**Professional Experience**

**ESYBUY,BUR DUBAI,UAE ( PRESENTLY PURSUING) OCT 2015**

**Customer Service / Administration ( Team Leader )**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analysing customer needs.
* Prepares product or service reports by collecting and analysing customer information.
* Contributes to team effort by accomplishing related results as needed.

**CUSTOMER SOLVING SKILLS**

Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking

**CACHET CREATIONS,BURDUBAI,UAE Aug 2015 – 2Months**

**ADMINISTRATIVE ASSISTANT**

* Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
* Maintain electronic and hard copy filing system
* Open, sort and distribute incoming correspondence
* Perform data entry and scan documents
* Manage calendar for Managing Director
* Assist in resolving any administrative problems
* Run company’s errands to post office and office supply store
* Answer calls from customers regarding their inquiries
* Prepare and modify documents including correspondence, reports, drafts, memos and emails
* Schedule and coordinate meetings, appointments and travel arrangements for Managers
* Maintain office supplies for department
* sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail
* write business letters, reports or office memos using word processing programmes
* answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquiries
* operate a range of office machines such as photocopiers, computers and faxes
* file papers and documents
* Undertake other duties such as banking, credit control or payroll functions.

**SHANIN TELELINKS, GOA, INDIA 2012 TO 2014**

**ADMINISTRATIVE ASSISTANT**

* Continually meet and exceed the operational and administrative expectations of employers.
* Work within a busy office environment, and support office teams in order to ensure the smooth running of day-to-day activities.
* Handle large amounts of paperwork and data.
* Communicate clearly with work colleagues using emails etc.
* Provide accurate administration of all paperwork generated at office level.
* Assist in arrangements for company held events.
* Coordinate with all functional areas to follow up on outstanding matters.
* Screening telephone calls, enquiries, and requests and handling them when appropriate.
* Organize & dispatch all Seasonal greetings cards, Annual reports, News Letters & Invitations.
* Involvement in social media implementation.
* Updating, processing and filing of all documents.
* Updating & maintain the holiday, absence and training records of staff
* Managing communication on enquires in the absence of team members with
* Coordinate with travel agent
* Draft letters, memorandums etc.

**MESSAGE.COM TRAVEL AGENCY**  **2010 TO 2011**

* Worked with GENESIS TRAVEL AND TOURISM AGENCY (AMEDUES)
* Collect payment for transportation and accommodations from customer.
* Converse with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.
* Compute cost of travel and accommodations, using calculator, computer, carrier tariff books, and hotel rate books, or quote package tour's costs.
* Book transportation and hotel reservations, using computer terminal or telephone.
* Plan, describe, arrange, and sell itinerary tour packages and promotional travel incentives offered by various travel carriers.
* Provide customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations.
* Investigate complaints regarding safety violations.
* Examine carrier operating rules, employee qualification guidelines, or carrier training and testing programs for compliance with regulations or safety standards.

**Educational Credentials**

**BACHELOR’S DEGREE IN ARTS IN TOURISM STUDIES (BTS)**

INDIRA GANDHI NATIONAL OPEN UNIVERSITY GOA, INDIA

AUGUST 2012 AND PURSUING

\*Majoring in Tourism management and Marketing

\*Human Resource development

\*Tourism Development: Products and operations

**NATIONAL INSTITUTE OF OPEN SCHOOLING (HIGH SCOOL)**

COMPLETED IN 2007 - PASSED WITH SECOND CLASS

**GVMS (HIGHER SECONDARY)**

COMPLETED IN 2010

COURSE: INDUSTRIAL MANAGEMENT

PASSED WITH SECOND CLASS

**DIPLOMA IN INTERNATIONAL AIRLINES AND TRAVEL MANAGEMENT**

IATA TRAINING AND DEVELOPMENT INSTITUTE GOA, INDIA

COMPLETED SEPTEMBER 2010

\* Diploma in IATA/UFTAAN foundation in EBT course.

\* Certified for computerized reservation system in AMEDUES.

**PRE – PRIMARY TEACHER EDUCATION COURSE**

COMPLETED IN APRIL 2012

\*How to teach in professional way which includes several artistic medium to encourage and inspire students.

\* How to offer support and well-disciplined environment to ensure the success of each and every child.

 \* How to provide creativity and imaginative, work in arts to open minded and creative students.

**OTHER PERSONALITY DEVELOPMENT PROGRAMMES**

Personality development programme from JULY 2008 to MARCH 2009

Completion of crash course in WINDOWS, WORD, EXCEL and POWERPOINT in 2013

**ADDITIONAL SKILLS**

* Efficient Team player & Team building skills
* Time Management
* Highly energetic and self-motivated resource.
* Creative problem-solver and achiever with convincing skills.
* Excellent communication skills

**Reference**

Will be furnished upon request