**STEFANIE**

Electra Street Near Lifeline Hospital Abu Dhabi

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**Professional Summery\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I’m currently on a visit visa looking for an exciting opportunity. I am efficient and an energetic administrative employee, who goes above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company morale. And also skilled at managing schedules and travel arrangements. Willing to acquire new skills to further and improve my current knowledge base

**Personal Information\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Sex & Marital Status: Female & Single Age & DOB: 32 years, 23th May 1983. Nationality / Citizen: Indian

Passport No. & Expiry date: M1720714, 27/2024 Visa: Visit Visa

**Skills\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 Professional phone etiquette  Excellent communication skills

 Database management  Articulate and well-spoken

 Customer service-oriented  Flexible

 Accurate and detailed  Excellent planner and coordinator

 Works well under pressure  Social media knowledge

 Appointment setting  Team building

 Travel administration  Microsoft Excel certified

 Computer Office Assistant  Filing and data archiving

**Work History\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Administrative Assistant. Jan 2007 – Oct 2009**

**United International Group manpower Supply Company – Abu Dhabi – UAE**

 Attend to customer enquiries and direct them to the appropriate company official for necessary action and follow up with customers.

 Assist Sales Executives in preparation of contracts.

 Keep track of manpower availability in the camp and prevent idling by ensuring a proper record of man hours and manpower currently available in different parts of UAE.

 Assist legal department with documentation.

 Assist HR department.

 Responsible for processing of medical insurance cards and other benefits.

 Ordered and distributed office supplies while adhering to a fixed office budget.

 Coordinate domestic and international travel arrangements, including booking airfare, hotel and transportation.

 Directed guests and routed deliveries and courier services.

 Answered and managed incoming and outgoing calls while recording accurate messages.

 Greeted numerous visitors, including VIPs, vendors and interview candidates.

 Assisted with event planning, including associated travel and logistical arrangements.

**Ticket Reservation Staff June 2012 - Feb2015**

**Plan Your Trip (India) Pvt. Ltd., Mumbai.**

 Handling reservation and ticketing for walk-in passengers as well as for frontline agents.

 Responsible for hotel and tour bookings.

 Coordinate and book tickets for travel by air, rail and ground transportation.

 Respond to customized travel requests from clients.

 Develop relationships with new clients by responding to queries ASAP.

 Comply with corporate clients needs and travel requirements.

 Maintained a clean reception area, including lounge and associated areas.

 Answered and managed incoming and outgoing calls while recording accurate messages.

 Ordered and distributed office supplies while adhering to a fixed office budget.

 Coordinate domestic and international travel arrangements, including booking airfare, hotel and transportation.

**Ticket Reservation Staff Jul 2011 – Nov 2011**

**Freedom Holidays – Goa India.**

 Catering to customers with their customized holiday needs.

 Responsible for travel arrangements, assisting with visa formalities, hotel and car reservations and other requirements for clients across the globe.

 Handling customer grievances and finding an amicable resolve.

 Coordinate domestic and international travel arrangements, including booking airfare, hotel, and transportation.

 Managed office supplies, vendors, organization and upkeep.

 Directed guests and routed deliveries and courier services.

 Opened and properly distributed incoming mail.

 Greeted numerous visitors, including VIPs, vendors and interview candidates.

 Screened all visitors and directed them to the correct employee or office.

**Front Desk Receptionist Jan 2006 – Dec 2006**

**Vianguinim Valley Resort– Goa - India**

 Assist with guest check-in and checkouts.

 Work with leaders of groups to assist guests for a pleasant and a comfortable stay at the resort.

 Ordered and distributed office supplies while adhering to a fixed office budget.

 Managed office supplies, vendors, organization and upkeep.

 Directed guests and routed deliveries and courier services.

 Maintained a clean reception area, including lounge and associated areas.

 Screened all visitors and directed them to the correct employee or office.

**EDUCATIONAL QUALIFICATION:**

Graduated in “Bachelors of Arts” in Economic and Political Science from Dhempe College of Arts & Science of Goa University – India -**2004.**

**ADDITIONAL QUALIFICATIONS:**

Diploma in IATA/UFTAA FOUNDATION AND EBT COURSE – India- **2010-2011**

Diploma in “**Microsoft Office 99”– APTEC Institute,** Goa – India.

Diploma in **“Hotel Management and Airline Travel Management”** from Trade Wings Institute of Management- India- **2005**.