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| **RESUME** |

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| **Theresa** **Theresa.282424@2freemail.com** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Personal Skills :** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  A Self-motivated, dynamic, confident, result oriented versatile professional. |  |  |  |  |  |  |  |  |  |  |  |  |
|  A strong sense of responsibility and commitment towards assignment undertaken. |  |  |  |  |  |  |  |  |  |  |  |  |
|  Excellent inter-personal skills and analytical approach to problem solving. |  |  |  |  |  |  |  |  |  |  |  |  |
|  Ability to create good coordination and efficient cooperation among team members. |  |  |  |  |  |  |  |  |  |  |  |  |
|  Flexible, friendly and positive approach towards life. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Ability to cope up with new Trends and Technology. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Ability to work under Pressure. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Educational Qualification:** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1        Passed S.S.C. in 2000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2        Passed H.S.C. (Com.) in 2002 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3        Diploma in Secretarial Practice in 2004 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Work Experience in Dubai**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|   **Facility Coordinator cum Administrator in IDAMA FACILITY MANAGEMENT SOLUTIONS from Sept-2015 (outsourced Staff)** |  |  |  |  |  |  |  |  |  |  |
|  Receiving the service request from the client as well as through Link. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Dispatching Service Request to appropriate staff in order to complete the work. |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Checking weather Service request is related variable job or common area job. |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Maintaining Service request & Corrective maintenance tracker & updating with fixed & variable jobs. |  |  |  |  |  |  |  |  |  |  |  |
|   Receiving Service request & issuing request to technician & getting it done within time duration & closing  the request with all the supporting documents. |  |  |  |  |  |  |  |
|  Taking corrective action on corrective maintenance services.  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Tracking & updating of Preventive maintenance & Material requisitions. |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Support site manager/supervisor requests. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Perform other various duties as assigned by manager/supervisor. |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Provide telephone coverage for all administrative staff. Requires prompt and pleasant answering of telephones  and taking accurate messages. |  |  |  |  |  |  |
|  Respond to all client requests for service and information. Dispatches service calls to appropriate staff for follow up ; maintains high level of client/customer satisfaction by assisting in problem tracking and resolution. |
|   Issue **Purchase Orders (PO)**as required; assist in tracking PO's and vendor invoices to minimize errors and backlog on Accounts Payable. Input Purchase Requisition Forms into Purchase Order system. |  |  |
|  Provide back-up support to other administrative staff as needed. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Creating **Work completion report (WCR)** for Client & Supplier as per invoices & purchase orders. |  |  |  |  |  |  |  |  |  |  |  |
|  Ordering Uniforms, Stationary items & Pantry Items for the sites through releasing PO to supplier. |  |  |  |  |  |  |  |  |  |  |  |
|  Perform general clerical duties which include photocopying, faxing, mailing, and filing. |  |  |  |  |  |  |  |  |  |  |  |  |
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|   **Worked with M/s PROLOGIX LLC, Jumeria lake Towers, Dubai as Admin Assistant / receptionist cum** **Sales Coordinator since 1st Nov, 2013 till 14th Jan, 2015** |  |  |  |  |  |  |
| **Job Profile:**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Managing all the sales related activity of the team. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Handling a high volume of customer enquiries whilst providing a high quality of service to each caller. |  |  |  |  |  |  |  |  |  |  |
|     Preparing sales orders and then follows up on any sales quotations made for clients, Negotiating terms with the client at a cost best suited for them. |  |  |  |  |  |  |
|     Placing Orders to the Vendors directly. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Writing up accurate and grammatically correct sales correspondence. |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Tracking sales orders to ensure that they are scheduled and sent out on time. |  |  |  |  |  |  |  |  |  |  |  |  |
|     Effectively communicating with customers in a professional and friendly manner. |  |  |  |  |  |  |  |  |  |  |  |  |
|     Ordering and ensuring the delivery of goods to customers. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Supporting the field sales team |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Carrying out administrative tasks such as processing information, completing paperwork and filing documents. |  |  |  |  |  |  |  |  |  |
|     Contacting potential customers to arrange appointments. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Resolving any sales related issues with customers. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Completing the administrative needs of the Sales Department. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Making follow-up calls to confirm sales orders or delivery dates. |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Responding to sales queries via phone, e-mail and in writing. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|     Handling Reception area whenever needed. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   **Worked with**  **M/s CITCO LLC, AL Qusais, Dubai as Receptionist cum Sales coordinator/Admin Assistant (Procurement)**  **Since**  **05th July 2011 to 31st Oct 2013** |  |  |  |  |  |
|   **Job Profile** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Sourcing from all over UAE, and getting prices for various products |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Making business letters as instructed by the Manager |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Making inquiries and Local and International Purchase Orders for materials and basic administrative duties |  |  |  |  |  |  |  |  |  |  |
|   Follow up of enquiries, handling incoming and outgoing calls and faxes |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  **Work Experience in India** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   **M/s. IBM DAKSH (Mumbai) India BPO for DU telecom (Operations Executive since**  **14th April 2010 24th November 2011** |  |  |  |  |  |  |  |  |  |
|   Receiving Inbound 80-100 calls (Dubai , Du Telecom Process) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|   **M/s.Insu Tech Corporation (Mumbai) Since 2007 Nov to 2009 September(Admin Assistant)**  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Calculating the days of work done by the laborers. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Making business letters as instructed by the M.D |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  Making Quotations and Local Purchase Orders for materials. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Follow up of all enquiries, handling incoming and outgoing calls and faxes |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Multi-tasking such as drafting letters, filing documents, computer data entry, e-mailing and basic administrative duties. |  |  |  |  |  |  |  |  |  |
|  Office stationery requisition in charge. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Making receipt in all payment transactions, Calculating the petty cash Totals etc |  |  |  |  |  |  |  |  |  |  |  |  |
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|  M**/s . Indian Overseas (Mumbai). India Since 2003-2004 (Domestic staff)**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|   Air Ticket Bookings (Domestic), Attend all enquires and deal with the customers regarding bookings |  |  |  |  |  |  |  |  |  |  |
|   Dealing directly with the Airlines for the confirmation of the bookings |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Additional Qualifications** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Computer Skill : Internet, typing, Word, Excel  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Language Known: English, Hindi , Malayalam, MarathiSoftware knowledge: MAXIMO, CRM, FOCUS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Personal Details** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| Date of Birth |  | 12/6/1982 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Place of Birth |  | Mumbai. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sex  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Nationality |  | Indian. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Caste |  | Christian  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Martial Status |  | Married. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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