

**REBECCAH**

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**Objective**

Seeking a challenging and responsible assignment in a progressive organization where professional experience, special skills, devotion & dedication are hallmark. Have good experience in facility management (Soft Skills) and managed team by coordinating with the employees of the same department and others too if required.

I have always being motivated by the challenges for finishing my project on time by motivating my team towards achieving our goals.

**Work Experience**

Working as **Administrative and Marketing Coordinator** at **Ferro Industries** from **April 2016** till **Jan 2017**

**Administrative Responsibilities**

* **Liaising with clients** and mailing regarding complaints and queries as per the requirements ensuring matters are resolved quickly. Maintaining files documentation & scheduling related to residents.
* Coordinating with Facility Management **(Soft services) i.e. Housekeeping, Security and Vendor Management.**
* Managing the office security and supervising staff for Housekeeping,
* **Monitoring inventory, office stock and ordering supplies** as necessary.
* Meeting the clients with the seniors and making them comfortable by sorting their queries regarding the products and receiving customer suggestion and making necessary adjustments to them. Preparing daily MIS reports and mailing them to the manager.
* Reverting clients through mails or different sources.

**Marketing responsibilities**

* Cold calls and email correspondence to various clients for their requirements availability.
* Assessing the needs of potential clients and provide them with the solution that best fits their business needs. Helps customers to make selections by building customer confidence, offering suggestions and opinions. Attend Meetings with Buyers/Clients by making them comfortable to sort their queries regarding the products,
* Preparing daily reports and mailing them to the manager.
* Follow up with the customers on monthly basis for further requirements and their satisfaction.

Worked as **Customer Care Executive** at **Al Bayan Group (Chicking) LLC…. Dubai, UAE**

**From Feb 2015-August 2015**

* Attending calls and assisting clients with their orders.
* Prompt deliveries and confirming the customer address & other details to pass their order on time.
* Punching orders to outlets accordingly.
* Taking care of customers compliances and handling complaints if required.

Worked as a **Admin Executive** at **Applect Learning System – Merit nation.com**

From **August 2013** to **Feb 2015**

Worked as part of Admin team and supporting Senior Management. Responsible for the day-to-day administrative duties including the reception area.

**Role & Responsibilities***:*

* In charge of office security and cleanliness; supervising staff for Housekeeping, Maintenance and Security.
* Ensuring that all staff is continuously trained on cleaning operations, grooming and other aspects required for quality performance of the job.
* Review meeting with the support staff regarding their problems.
* Ensures that the quality of services is always maintained at highest levels and work on further improvements.
* Reports unsafe conditions and unusual occurrences to the proper person.
* Attending calls and briefing them with the opening of their accounts.
* Receives customer suggestion and making necessary adjustments.
* Meeting and greeting clients and visitors to the office.
* Handling incoming / outgoing calls, correspondence and filing.
* Faxing, printing, photocopying, filing and scanning.
* Organizing business travel, itineraries, and accommodation for managers.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Setting up and coordinating meetings and conferences.
* Helping guests by making their travel plan and local tours along with the solution of all the queries with simple and early response.

**KEY COMPETENCIES**

* Strong organizational, administrative and analytical skills.
* Ability to maintain confidentiality and multi task.
* Ability to produce consistently accurate work even whilst under pressure.

**Educational Qualifications**

Pursuing MA in International Relations

BBL (Bachelors’ of Administrative Law) from Annamalai University

BA Sociology (HONS) from Delhi University

Diploma in Mass Communication from Delhi University.

**Professional Qualifications**

Certificate in computerized &manual accountancy, Tally& basics from Promo tech, Delhi

**Personal Details**

* Indian, Female, 25 years.
* Fluent in written and spoken English and Hindi.
* Having Driving license in India