



# SHAIK NASHWA LATHEEF

## OFFICE ADMINISTRATOR

nashwalthf@gmail.com | +971547990966

### Skills

*Office administration*

*Office Management*

*Great critical thinking skills*

*Mail Handing*

*Staff Management*

*Expense Reporting*

*Meeting Co-ordination*

*Booking Travel*

### Software Skills

*Microsoft Office*

*HTML & CSS*

*Microsoft Excel*

*Javascript*

*Photoshop*

### Languages

*English*

*Hindi*

*Tamil*

*Malayalam*

### About me

Hardworking and versatile Administrative Assistant with proven organizational skills and thorough knowledge of corporate policies and procedures. Excellent communication and people skills with extensive strategic planning capabilities.

### Work Experience

#### OFFICE ADMINISTRATOR

**G D Groups, Kannur, Kerala (Feb. 2019 - Feb 2020 )**

- Coordinated communications, financial processing, registration, recordkeeping and other administrative functions.
- Maintained operational proficiency in coordinating both international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Responded to clients' questions, issues and complaints and implemented appropriate solutions.
- Arranged travel accommodations for groups, couples, executives and special needs clients.

#### ADMINISTRATIVE STAFF

**Projections Sign, Thrissur, Kerala (Jan. 2018 - Jan. 2019)**

- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.
- Executed record filing system to improve document organization and management.
- Welcomed office visitors warmly and alerted staff to arrivals of scheduled appointments.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.

### Education

**BA Bachelor of Arts in English Literature -**

**Jan 2018 - Jan 2021**

*Bharathiar University - Coimbatore - Tamil Nadu*

## Accomplishments

- Worked directly with senior leadership to develop and administer number per year department budget.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Collaborated with team of number in the development of Project name. Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.
- Telephone Service - Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.
- Documented and resolved issue which led to Results

## Certifications

Certified in Administrative Professional ( CAP )	-	Mar 2021
Certified in employment of the year	-	Mar 2020
Certified in Client Management	-	Apr 2021

## Personal Details

Name	Shaik Nashwa Latheef
Address	Darul Aman, Manikkakavu road, P O Thana Kannur, Kerala
Date of Birth	03/04/1997
Gender	Female
Nationality	Indian
Marital status	Single
Passport No.	R6157242

## Software Knowledge



I hereby declare that the above given information is correct to the best of my Knowledge and belief.

Shaik Nashwa Latheef