

FARHAT ZEHRA

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Passport: U8234541 expire 28-09-2031

Date of Birth: 16-08-1991

Nationality: Indian; Marital Status: Married

Languages: English / Hindi / Urdu



EDUCATION

- Bachelor of Computer Application (BCA) Extol College, Bhopal. 2012
 - Diploma in Computer Application, Business Accounting & Multilingual DTP, Muzaffarnagar 2016
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HR/ Admin Assistant

PROFILE: Competent professional with successful career span in managing entire Office administration chaos and implementing smooth office processes. Effective team leader, trainer, and motivator with fine-tuned analytical and problem-solving skills. Strong record of delivering superior performances throughout the career span. Excellent verbal and written communication skills. She is comfortable working to competing deadlines, juggling workloads, and critically, enjoys being busy. What really sets her apart from others is her ability to delegate tasks to efficiently manage administrative operations. Right now she would like to join a growing company where there will be lots of opportunities for her to become involved in other areas of the business.

TECHNICAL SKILLS

- Operating System: **MS-Dos, Windows (95/98/2000 XP, Win-10)**
- Packages: **MS-Office, Word, Excel, Adobe Page maker**
- Graphics Programs: **Adobe Group (Photoshop, Image styler) Microsoft PowerPoint**
- Desk Top Publishing: **Corel Draw-10, PageMaker 6.5**
- Telecommunication; **Internet, E-mail, Fax, etc.**

EXPOSURES:

Debugging (Verification & Data Validation) / Team Co-ordination • Computer Networks

PROFESSIONAL EXPERIENCE

HR/Admin Assistant & Business Associate - April 2021 to September 2021

Employer's Name – Dynamic Edge Consultant Pvt. Ltd. Lucknow, India

- Develop and sustain relationships with the existing customer base, building rapport as a personable and trusted representative. Prepared customized client presentations and quotes.
- Recognized as a high performer in consistently completing 100+ daily outbound calls producing ~20% conversion rate
- Key member in strategizing improved email template, increasing department-wide email lead generation 18%
- Followed up with sales leads, conducting weekly in-person meetings with prospective clients
- Created and updated spreadsheets and presentations for weekly, monthly, and quarterly updates to upper management.
- Administer and maintain daily front office operations, including greeting clients, responding to phone calls, and performing billing tasks with 100% accuracy
- Create distribution agreement for the CEO in compliance with legal policies and procedures while sorting and distributing mails/calls to appropriate personnel
- Developed and implemented a well-organized filing system and introduced effective scheduling techniques, which increased productivity by 47%
- Control all office expenses and costs for 30+ employees, including quarterly report metrics for travel, expenses, and housing

Office Admin Assistant - February 2019 to March 2021**Employer's Name – RX Medic, Lucknow, India**

- ♦ Developed relationships with customers, vendors, and guests to present the company professionally.
- ♦ Taking orders of the medical products from the dealer.
- ♦ Updating dealers about the change in the product price and new product launch.
- ♦ Meeting the new target customers and converting them into customers. Solving the problem and queries of existing dealers and customers.
- ♦ Organizing events at the dealer's place to attract more customers.
- ♦ Meeting dealers on daily basis and helping them in finding customers.
- ♦ Provided detail-oriented administrative support to 15+ coworkers to ensure efficient office operations.
- ♦ Supported office staff by organizing company events, meetings, and scheduling.
- ♦ Prepared and processed all payroll and benefits functions for 15+ employees while solving any related issues and discrepancies
- ♦ Employed a results-driven approach and exceptional knowledge of office management to increase office efficiency.

Office Admin Assistant - April 2016 to December 2018**Employer's Name –M.A. Convent School) Muzaffarnagar, U.P.**

- ♦ Implement and maintain timely and effective Office Administration, procedures, and systems
- ♦ Receiving courier deliveries and also organizing for deliveries to be sent out.
- ♦ Taking messages and then passing them on to the intended person. Sending out emails, faxes, and letters.
- ♦ Processing manual and computerized information. Answering phone calls in a prompt, polite, and effective manner.
- ♦ Managing staff holiday, sickness, and attendance and absence records.
- ♦ Booking transport and hotels for School managers who are going away on official visits.
- ♦ Keeping up-to-date staff timesheets and leave records.
- ♦ Delivering reports on office efficiency. Filing various documents daily.
- ♦ Making sure that maintenance is carried out on office & school equipment when it should be.
- ♦ Scan Pictures of Items and design in different Graphical Packages

Office Admin Assistant - July 2012 to March 2016**Employer's Name –Sify Broadband and Airtel Bharti, Muzaffarnagar, U.P.**

- ♦ Receiving courier deliveries and also organizing for deliveries to be sent out.
- ♦ Taking messages and then passing them on to the intended person.
- ♦ Answering phone calls in a prompt, polite, and effective manner.
- ♦ Keeping up-to-date staff timesheets and leave records.
- ♦ Delivering reports on office efficiency. Filing various documents daily.
- ♦ Making sure that maintenance is carried out on office equipment when it should be.
- ♦ Responsible for allocating work to junior staff and induction training for new staff.
- ♦ Maintain an efficient filing system for easy reference of catalogs, technical data, and other office routine files.
- ♦ Administered operation of Internet & E-mail.