



## **SHAHNA. S**

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**Email :[st.shahna@gmail.com](mailto:st.shahna@gmail.com)**

**Abu hail, Dubai**

### **CAREER OBJECTIVE**

To achieve a challenging position in an Organization, whereby, utilizing my abilities, experience and knowledge, strive hard for its growth, thereby be an asset to the Organization. To be a part of challenging team where I can effectively contribute functionally and grow with the team. Willing to work as a key player by accepting new responsibilities and drive for results.

With an opportunity of continuous professional growth, perform and build a team of hard working force and always aim to be humble, noble and exemplary.

### **PROFESSIONAL SUMMARY**

- Worked as Sr. Administrative Executive/ Front Office Assistant in **ALTIMA ELECTRONICS & HOME APPLIANCES**, Dubai, UAE.
- Worked as Senior Customer Care Executive in **BHIMA JEWELLERY BOUTIQUE**, Trivandrum, India.
- Having 2 years experience as Administrative Executive in **ANNAI VEILANKANNI'S GROUP OF EDUCATIONAL INSTITUTION**, Chennai, India.

### **EDUCATIONAL QUALIFICATION**

- **Master of Science (M.Sc)** from **Kerala University**. (2004) Percentage Scored: 81%
- **Bachelor of Education (B.Ed)** from **Kerala University**. (2006) Percentage Scored: 71%
- **Bachelor of Science (B.Sc)** from **Kerala University**. (2002) Percentage Scored: 85%
- **Pre Degree (Science)** from **Kerala University**. (1999) Percentage Scored: 63%
- **S.S.L.C** from **Board of Public Examination**. (1997) Percentage Scored: 64%
- **Diploma in Office Accounting** (Aug 2012-Oct 2012) Distinction.

## COMPUTER PROFICIENCY

Diploma in Office Accounting.

Sound PC Skills with thorough and in-depth knowledge of MS Office tools with good typing speed.

## DETAILED PROFESSIONAL EXPERIENCE

### **M/s. ADMA GLOBAL GENERAL TRADING LLC (ALTIMA ELECTRONICS & HOME APPLIANCES), DUBAI, UAE**

**Sr. Administrative Executive – September 2014 to November 2018**

Responsible for complete office administration that include:

- Manage a team of Administrative Staffs
- Set objectives and goals for Administrative Staffs
- Establishing contact and developing relationships with suppliers and buyers
- Prepare invoices and do filing.
- Prepares sales reports by collecting, analyzing, and summarizing information from the sales team.
- Maintains relationships with customers by providing support, information, and guidance; researching and recommending new products and service improvements.
- Monitor the delivery of quality service to the customers by establishing and enforcing organizational standards.
- Maintains professional knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices in the office related activities
- Contributes to team effort by accomplishing related results as needed.
- Update management about the sales progress and sales plans
- Responsible for incoming and outgoing calls / e-mails / faxes.
- Monitoring the order placements and subsequent follow-ups until delivery
- Tracking receivables and payments follow-ups
- Maintaining the log of staff members, billing etc.
- Responsible to ensure full customer satisfaction and customer care to keep Company's reputation
- Organizing sales visits and Track sales performance
- Preparation of Sales Contracts with the Vendors and Retail outlets
- Negotiating suppliers contracts
- Responsible for potential risk assessment of the contracts with Vendors and Retail outlets
- Maintain staff records.
- Events organizations and coordination related to company's promotional activities.

**M/s. BHIMA JEWELLERY BOUTIQUE, TRIVANDRUM, KERALA, INDIA**

**Senior Customer Care Executive -**

**June 2013 to April 2014**

Responsible for managing and coordinating office activities that include:

- Greeting Customers and provided excellent customer service.
- Organised display and maintained stocks.
- Make cold calls to introduce new gold plans and offers introduced by the company.
- Managed upset customers, conflicts and challenging situations.
- Provided with refreshments for customers.
- Promoted sales and achieved targets.
- Support sales team and be team member.
- Keep boutique clean and tidy.
- Helped customer in identifying and purchase products suited their needs and preferences.
- Have good observation spirit, preventing store thefts.
- Developed trusting relationships with customers.
- Maintained and updated jewellery records.
- Ensured proper presentation, organisation, storing and replenishment of stock
- Get follow ups and reviews from customers and reported them to seniors.

**M/s. ANNAI VEILANKANNI's GROUP OF EDUCATIONAL INSTITUTIONS, CHENNAI, INDIA**

**Administrative Executive & Guest Lecturer May 2011 –March 2013**

Responsible for managing and coordinating office activities that include:

- Handling lecture classes for B.sc Nursing Students in Food and Nutrition.
- Handling Reception Guests & Associate calls.
- Managing and assisting basic arrangement for client visit & Board Meeting.
- Responsible for maintaining original certificates and records of both students and staffs.
- Issuing Bonafide Certificates, Contact Certificate and Transfer Certificate to students.
- Managing day to day purchases of office requirements, preparing purchase request order and getting approval.
- All day to day management of office administration like vendor co-ordination, handling dispatch, Courier management etc.
- Responsible for HR and Administration of Staffs.
- Responsible to coordinate event management and functions in the Office.
- Any other responsibility in office as assigned by superiors.

## LANGUAGE

English (Read, Write and Speak)

Hindi (Read, Write and Speak)

Malayalam (Read, Write and Speak)

Tamil (Speak)

## PERSONAL APPRAISAL

- Willingness to learn
- Quest for Learning new ideas and ideologies in all fields
- Hard working, responsible and trust worthy
- Self Starter and Excellent problem solving skills.
- The personal attribute which define me the best are friendliness, responsible and result oriented.
- Excellent interaction and communication skills
- Takes initiative and works independently or as part of a group
- Well organized and easily meets multiple priorities and deadlines
- Fast Learner who can rapidly master all aspects of job with limited training
- Belief in self & quest for high profiled career
- Looking every aspect with Humane Touch
- Strong trait of Adaptability and Endurance
- Self disciplined with qualities like Maturity, Self Confidence, Perseverance and Patience
- Excellent interpersonal and Numerical skills
- Commercial awareness with Negotiation skills.

## ACHIEVEMENTS

Received **cash prize** for scoring highest mark in **B.Sc** from NSS College, Trivandrum, Kerala-India.

Cleared **SET (STATE ELIGIBILITY TEST)** January 2005 issued by Directorate of Higher Secondary Education, Government of Kerala, India.

## INTERESTS

**Read** ~ Books related to positive thinking, Beauty & Cooking

**Play** ~ Chess, Caroms & Shuttle

**Other** ~ Listening to Light Music, Watching Movies, Stitching, Traveling etc.

## PERSONAL INFORMATION

Name : Shahna.S  
Nationality : Indian  
Religion : Muslim  
Marital Status : Married  
Passport No. : R1118469  
Visa status : Visit visa

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**Email : st.shahna@gmail.com**

## REFERENCES

Will be furnished upon request.

## DECLARATION

All the details given are true and contain proofs for those details. All testimonials will be presented at the time of personal interview. It would be a pleasure for me to work with this organization at any post suitable for me according to my qualifications, qualities and skills and be a part of this organization. Hope to receive a positive reply from you.

Thank you and looking forward for your response.

**Shahna.S.**