



WILMA MATHIAS

Experience

JULY-2016–PRESENT

ADMIN EXECUTIVE & RECRUITMENT • AL NAHIYA GROUP

JOB RESPONSIBILITY :-

- Attending telephone queries
- Provide direct administration support to our corporate officers for operational protocol and execution.
- Direct partner with human resource team; prepare and submit all necessary new hire paper work.
- Posting job openings on social media and relevant job sites.
- Sourcing & screening of potential candidates through different sources for fulltime jobs
- Schedule, train, mentor and build team members to comply with company needs. Initiate team building for administration staff to ensure high moral and ethical practice.
- Distribute reports to all departments and communicating the same with corporate offices on regular basis.
- Solely responsible for running and analyzing special sales reports weekly; creating end of month analysis productivity reports for corporate office.
- Assisting with preparation of monthly client invoices, LPO's and Statement of Accounts.



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Building Oppo.- World
Trade Center, Airport
Road , Abu Dhabi
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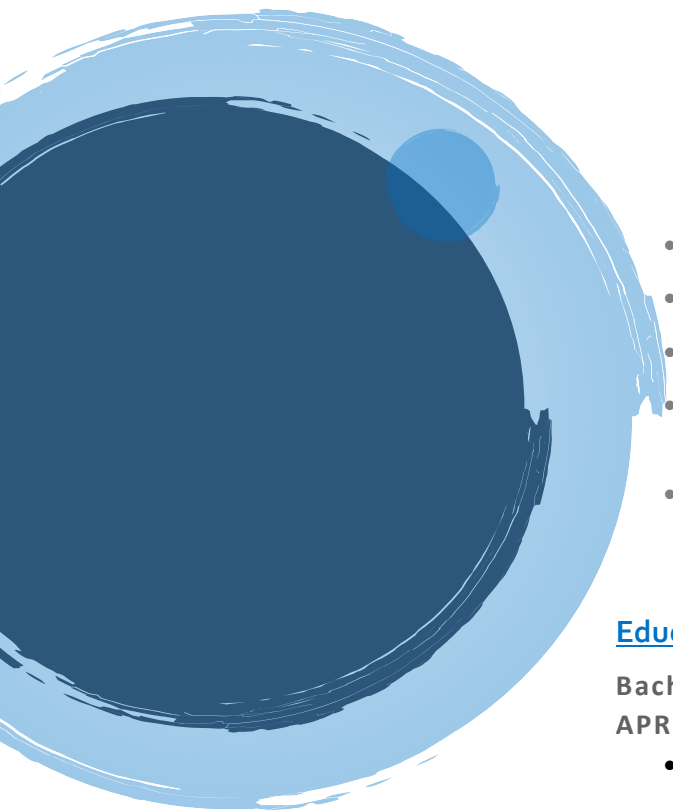
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APR 2015 –MAY 2016

CUSTOMER CARE EXECUTIVE (Voice Process) • Jet Airways, INDIA.

JOB RESPONSIBILITY :-

- Answering back to back calls regarding flight bookings.
- Guests Queries, Providing Advice about Visa's



- Provided Itinerary, handled reservations on & ticketing.
- Helping guests fulfill their needs by offering travel booking service.
- Worked for Day/Night Shifts
- Ensured & provided quality service to Guests I.E handle inquiries & complaints from guests in a professional manner.
- Managed flight schedule changes/cancellation.

Education

Bachelor of Commerce
APR 2016

- St. Rocks Mumbai (Maharashtra) – India

Technical skills

- MS Word, Excel, PowerPoint & Outlook
- ERP & Data Flow Management

Soft Skills

- Active Listening
- Flexibility & Adaptability
- Positive attitude
- Politeness
- Maintaining Calm Under Pressure
- Knowing When to Ask Questions

Languages

- English, Hindi, Konkani & Marathi.

References

[Available upon request.]

