

## ABOUT ME

Passionate in Operations and Coordination with 5 years of experience in UAE driving conversion rates and increasing revenue. Currently employed as Senior Specialist in B2B partner of Etisalat. Seeking a full time role of admin and operations/co-ordination to pursue my passion for developing effectively. I am able to handle multiple tasks and easily adaptable to work environment and always energetic and eager to learn new skills. Well experienced in CRM like BITRIX, NUTSHELL, ODOO etc.

## CONTACT

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Dubai, UAE

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## LANGUAGE

ENGLISH ●●●●●●●●

MALAYALAM ●●●●●●●●

HINDI ●●●●●●●●

TAMIL ●●●●●●●●

## PERSONAL DETAILS

NATIONALITY: INDIAN

VISA STATUS: SPOUSE VISA

MARITAL STATUS: MARRIED

## HOBBIES



# SIKHA PREMKUMAR

Admin & Operations

## EXPERIENCE

2018 - 2022



### OPERATIONS/ COORDINATION

B2B PARTNER ETISALAT / BUSINESS BAY DUBAI

Updating computer records using a database  
Set clear team goals and work with them to achieve  
Monitor team performance and report on metrics  
Oversee day-to-day operation and support sales  
Managed and maintained records and executed various clerical duties assigned by managers  
taking part in recruitment processes/training of new employees  
organizing meetings, providing support to sales executives

2017 - 2018

Dalma Office Equipment LLC

### OPERATIONS EXECUTIVE

DALMA OEC / BUR DUBAI DUBAI

Directly responsible for all products ordered by the customer to be picked up shipped and delivered accurately  
Ensure all non-conforming material (ncm) projects are completed  
Maintain purchase and sales records  
Oversee vendor activities and manage inventory  
Support new person hiring and training

2013 - 2017



### OFFICE IN CHARGE

INDIA POST / KERALA INDIA

Supervision over mail deliverers, Generated reports over work and handed over to superiors  
Hosted weekly staff meetings to keep all employees up to date on company needs goals  
Communicated with clients to improve and develop business relationship  
Responsible to monthly close as well as maintenance of all accounting ledgers including monthly review of all account transaction and journal entries

## EDUCATION

2009 - 2012

### MASTER'S DEGREE IN COMPUTER APPLICATIONS

Dr John Matthai Center – University Of Calicut  
Awarded Honors With 81 %

2006 - 2009

### BACHELOR OF COMPUTER SCIENCE

Prajyoti Niketan – University Of Calicut  
Awarded First Class With 83%

## EXPERTISE

### PROFESSIONAL SKILLS

Problem Solving  
Flexibility  
Communication  
Computerskills  
Teamwork  
Responsibility

### PERSONAL SKILLS

Willingness to learn  
Adaptability  
Integrity and loyalty  
self-motivation  
leadership  
Professionalism