



ARATHY.P. A

**Administrative & Operation Manager,
Sr. Travel Consultant.**

CONTACT ME AT

 DUBAI, UAE

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 @Aarathy Menon

 U5189247 | Resident Visa

SKILLS SUMMARY

- Project Management
- Administration
- Scheduling and planning
- Written and verbal communication skills
- Staff and User Training
- Process Improvement
- Negotiation skills
- Ability to multitask
- Proficiency of working with MS Excel
- Documentation

PERSONAL PROFILE

To seek a responsible role to implement all my ideas and knowledge to a reputed organization and coordinate with a team of highly experienced professionals for organizational growth and widening the spectrum of my knowledge and skills.

WORK EXPERIENCE

Administrative Office Manager (Operations)

Al MutaFawiq Aluminum and glass Cont LLC, Sharjah, UAE|

August 2019- March 2022.

- Provide standard clerical duties as assigned like attending calls, checking and sending mails and communicating with clients, making Travel Arrangements for Employees.
- Create Invoices, Quotations and typed reports, including memos and business letters.
- Maintain and order necessary office equipment and supplies, as needed and purchase materials.
- Assist in handling of human resources activities, including payroll and personnel databases.
- Create written and typed reports, including memos and business letters. Arrange and coordinate meetings and events.
- Organize meeting schedules for various departments. Provide operational support and guidance to staff. Monitor and control expense according to allotted budget.
- Manage work assignment and allocation for staff.
- Maintain accurate and clear documentation for operational procedures and activities.
- Vat filling and reconciliation.
- Makes sure all business and trade Licenses are updated, follow-up official approvals and permits, to prevent unnecessary violations.
- Submit, follow-up and gather all new work and business visas to guarantee that the visas are handled and processed on time.

Operation officer | Travel Consultant

Al Sadeem Tours & Travel LLC, Sharjah, UAE | Jan 2019- July 2019

- ♦ Made booking arrangements for clients walking customers
- ♦ Handling ticketing process using Computer and customized applications.
- ♦ Handling Holiday packages (US sector, UK, Middle East, Europe, Asia)
- ♦ Handling International Visa Operations
- ♦ Checked passenger manifests to confirm client bookings.

Operation officer | Corporate Travel Consultant

Houseoftours.com (HTIC GLOBAL, Al Kharji Travels) Dubai, UAE | June 2017- Dec 2018

- ♦ Made booking arrangements for clients in person on the phone and online.
- ♦ Handling ticketing process using computers and customized applications
- ♦ Handling Holiday packages and Visa Operations for corporate clients and customers.
- ♦ Worked to diligently resolve booking and scheduling issues.
- ♦ Ensure that all booking procedures followed industry standards.
- ♦ Posted schedule changes online and informed clients directly.
- ♦ Checked passenger manifests to confirm client bookings.

Operation Officer

Al Mutafawiq Aluminum and glass Cont LLC, Sharjah, UAE| Oct 2013- July 2016

- ♦ Making Quotations and Invoices, collecting payments of works.
- ♦ Attending customer calls, checking company emails and replying to E-mails.
- ♦ Made booking arrangements for Staff and managers. (Ticketing and UAE & International visas).
- ♦ Makes sure all business and trade Licenses are updated, follow-up official approvals and permits, to prevent unnecessary violations.
- ♦ Submit, follow-up and gather all new work and business visas to guarantee that the visas are handled and processed on time.
- ♦ Assist in handling of human resources activities, including payroll and personnel databases.
- ♦ Create written and typed reports, including memos and business letters.

Company Secretary | Personal Assistant of GM

Sharjah Cold store LLC Company, Sharjah, UAE | Sep 2012- Sep 2013

- ♦ Attending customer calls, checking company E-mails.
- ♦ Updating company stocks prices.
- ♦ Collecting cash and cheques from the customers.
- ♦ Making Quotations and Invoices.
- ♦ Worked as Personal secretary to GM.
- ♦ Worked in sales section.

E D U C A T I O N A L H I S T O R Y

Madurai Kamaraj University, Tamil Nadu, India

Bachelor of Commerce | 2018

Montreal, Canada - IATA

IATA Foundation and Travel & Tourism and Customer Service management Course

- ♦ Airfare and Ticketing, Holidays and Visas.
- ♦ GDS- Galileo, Sabre, Amadeus.
- ♦ Creating holiday packages.

IATA | DGCA

Dangerous goods regulation course Category-9, Approved by IATA and DGCA

Informatics, Govt of Sharjah | UAE

Diploma in Interior designing course

Media technology from off- campus of Govt of Kerala, India

Certificate in Animation, Media Technology

Adobe Photoshop, 3D MAX

L A N G U A G E S S P O K E N

- ♦ English.
- ♦ Hindi.
- ♦ Tamil.
- ♦ Malayalam.

D E C L A R A T I O N

I affirm that the above information is true to the best of my knowledge and belief.

Dubai, UAE

Arathy.P.A