



Doly

Administration and  
Operation Manager

Personal Info.

Address  
Rolla, Sharjah  
United Arab Emirates.

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+971521100576

E-mail  
doly.shraddha@gmail.com

Date of birth  
12 Dec 1984 - Sharjah UAE.

Skills

Administration & Operations Management	★★★★★★
Accounts assistant	★★★★☆☆
Planning & Budgeting	★★★★☆☆
Human Resource	★★★★★★
Customer Service	★★★★★★
MS office (MS Word, MS Excel, MS powerpoint)	★★★★☆☆
Internet Savvy	★★★★☆☆
PRO	★★★★☆☆

A dedicated team player with practical experience of almost 10 years in UAE and India with demonstrated abilities, who can bring to your organization an additional professionalism, passion, productive ideas, enthusiasm and out of the box thinking is now seeking job in a reputed leadingedge organization that recognizes and values individual contribution and will provide opportunities for advancement & growth.

Professional Experience

Admin Executive

- Blomster Jewellery LLC, Al Quoz Ind. area 1, Dubai
- Coordinating with management, customers and suppliers.
  - Document controlling and accounts assistance.
  - Assisting and processing for visa, Emirates ID, and other legal documentations.
  - Travel arrangements, bookings and other misc work.
  - HR and payroll, salary distribution, WPS etc
  - Filling the gaps in production if required by doing non skilled work.

07-2020  
Till Date

Facilitator

- The Galaxy Education System, India.
- Design Lesson plans according to the curriculum and execute them.
  - Counseling and provide guidance to students.
  - Coordinating with teachers for new teaching programs.
  - Conducting programs with parents concerning student’s education.

01- 2018  
06- 2019

Parent & Student Counselor and Admin Head

- Little Lord’s Pre-School, India.
- Addressing students’ concerns about academic, emotional or social problems.
  - Improve parent/teacher relationships.
  - Organize peer counselling programs.
  - Work on academic boards to improve learning conditions.

08-2017  
01-2018

Showroom In charge & Accounting Manager

- Sapna General Trading – Sharjah, UAE.
- Answering to queries of all customers in terms of Price and deliver on time.
  - Receiving orders, checking feasibility of the order, calculating the load ability.
  - Coordination with Marketing.
  - Resolve staff issues with relevant departments, including salary discrepancies, emergency leave, reallocation of staff to another place etc.
  - Renewals of Trade licenses, Tenancy Contracts, Visa, Sale Promotion
  - Permissions from government departments.
  - Travelling arrangement.

06-2015  
10-2015

Education	
<p>Saurashtra University Bachelor of Commerce. (Business &amp; Marketing Management)</p> <p>-Saurashra University Bachelors of Education ( Accounts and Economic)</p>	<div>01-2010 12-2011</div> <h3>Admins Executive</h3> <p>Etran Marketing, AL Garhoud, Dubai, UAE.</p> <ul style="list-style-type: none"> <li>- Manage office operations and coordinate between customers and service provider.</li> <li>- Write all routine executive office correspondence.</li> <li>- Organizing on-meeting arrangements and schedules.</li> <li>- Processing Employee Visa, approvals and cancellations.</li> </ul>
Additional Course	
<p>-Inflight Management and Services from The Skyline Aviation club, Mumbai.</p>	<div>11-2006 10-2008</div> <h3>Front Office Assistant and CSR</h3> <p>Narayan Shipping Company, India.</p> <ul style="list-style-type: none"> <li>- General Administrative tasks.</li> <li>- Checking Stock reports.</li> <li>- Answering customer queries and resolving them by coordinating with Concerned departments.</li> <li>- Preparing daily reports and updating management for the same.</li> <li>- Maintaining daily books of accounts manually and company software.</li> <li>- Preparing shipping bills and vouchers according to loading reports.</li> <li>- Handling personal accounts.</li> </ul>
Interests	
<p>Solving Analytical Puzzles. Group Discussions. Travelling.</p>	
Languages	
<div>English    ★★ ★★ ★★ ★★ ★★</div> <div>Hindi        ★★ ★★ ★★ ★★ ★★</div> <div>Gujarati    ★★ ★★ ★★ ★★ ★★</div> <div>Arabic       ★★ ★★ ☆ ☆ ☆ ☆ ☆</div> <div>Urdu          ★★ ★★ ★ ☆ ☆ ☆ ☆</div>	<div>04-2002 09-2006</div> <h3>Customer Service Representative</h3> <p>Vodafone Telecom, India.</p> <ul style="list-style-type: none"> <li>- Preparing &amp; filling forms and allotting Sim cards to customers.</li> <li>- Preparing daily reports and sending it to superiors.</li> <li>- Receiving payments from clients.</li> <li>- Solving clients concerns and queries.</li> <li>- Guiding customers about new plans.</li> <li>- Analyzing and managing customers records.</li> <li>- Performing other administrative day to day duties.</li> </ul>
Motto of life	
<p><i>"Perfection is a Myth, I believe in continuous improvement."</i></p>	<div>Certificates</div> <ul style="list-style-type: none"> <li>- Participation in aids awareness campaign.</li> <li>- Certificate for Best Handwriting in school.</li> <li>- Certificate on Swami Vivekanad biography.</li> <li>- Participated in various Intercollege</li> <li>- Management Competitions.</li> </ul> <div>Competencies</div> <p>Ability to plan, organize &amp; manage operations within budgetary constraints. Strong presentation and negotiation skills. Excellent communication &amp; analytical skills. Keen observer, Trustworthy, Smart working ability, Multitasker. Capable enough to work autonomously as well as part of a team. Ability to maintain healthy work environment in the organization.</p>