



# AJEENA A

## ADMIN ASSISTANT

### CONTACT

 +971 0503943239

 ajeena2502@gmail.com

 Rashidiya 3, Ajman,  
UAE

### SKILLS

- Complaint resolution
- Report preparation
- Administrative support
- Meeting coordination
- Office management
- Inbound phone call handling
- Time management

### EDUCATION

**Kerala University**  
May 2013 - Jun 2017

BACHELOR'S DEGREE  
IN CIVIL ENGINEERING

## PROFESSIONAL PROFILE

Personable Admin Assistant with 3 years of experience prioritizing multiple tasks requiring prompt solutions. Talented problem-solver, managing workloads while greeting visitors, professional and welcoming in creating upbeat work environment

## WORK EXPERIENCE

### ADMIN ASSISTANT

#### Vastu Designers, Kerala, India (2019-2022)

- Supported office manager with proactive correspondence management, document coordination and customer relations.
- Reconciled account files and produced monthly reports.
- Delivered clerical support by handling range of routine and special requirements.
- Interacted with customers by phone, email or in-person to provide information.
- Maintained open communication with customers to foster positive relations and provide updates on issues
- Edited documents to improve accuracy of language, flow and readability.

### CUSTOMER SERVICE REPRESENTATIVE

#### 4 Tech Solution, Kerala, India (2017-2019)

- Provided primary customer support to internal and external customers.
- Collected and analyzed customer information to prepare service reports.
- Recorded account information to open new customer accounts.
- Responded to customer requests for services and company information
- Answered customer telephone calls promptly to avoid on hold wait times