

JYOTI

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SUMMARY

Seeking a challenging and rewarding opportunity in an organization of repute which recognizes and utilizes my true potential while nurturing my analytical skills. It is my desire to enhance my qualifications from a corporation of international repute and script a success story that has no precedence. A motivated person, seeking a challenging role in a large company in order to develop and gain further skills.

EXPERIENCE

2018 TO 2020 **Team Lead-Operations**

ORGANISATION : Enova Facilities Management – Abu Dhabi – UAE

- ❖ Ferrari World-Abu Dhabi
- ❖ Yas water world- Abu Dhabi
- ❖ Warner Bros-Abu Dhabi

- Performs necessary various administrative duties & paperwork forms needed for the pickup and, filing, and Monthly inventory checks
- Making sure that all documents are filed in a tidy and organized manner.
- In charge for clerical and related admin works.
- Inspects and maintains the standard quality of all processed article.
- Conducted checks to ensure Department services were properly performed
- Supervised inmates that worked the day & Night shift to assist with Department services
- Skilled in resolving customer service issues and finding "Win Win" solutions.
- Provide inventories of expendable supplies to Department Manager.
- Maintain a safe work area according to Department policy.
- Inspect soiled articles to determine sources of stains, to locate color imperfections, and to identify items requiring special treatment.
- Provide staff with assistance in performing difficult or complicated duties.
- Provide continuous verbal performance feedback to employees
- Assisted in the reorganization and improvement of service room processes resulting in better utilization of resources and increased customer satisfaction.
- Assigns schedules and duties to Departmental staff.
- Ensured all policies were carried out.
- Trained other personnel to process departmental works successfully.
- Ensured compliance with Standard Operating Procedures (SOP) and applicable regulations
- Implement daily Total Safety Task Instructions (TSTI)
- Plan, scheduled, and organized work to ensure proper coverage
- Conduct pre-shift meeting and review all information pertinent to the day's activities
- Promote teamwork and quality service through daily communication and coordination with other departments

2013 TO 2016 **RECEPTIONIST & ADMINSTRATOR**

ORGANISATION: DR. CHABRA HOSPITAL – CHANDIGARH – INDIA

- Working within a reception environment providing telephone answering, admin and reception services as well as organizing the post, welcoming visitors and providing hospitality towards guests and clients
- Duties: Answering all incoming calls / emails and re-routing them to relevant parties.
- Meeting and greeting visitors ensuring they are signed in and inducted.
- Opening, distributing, collecting and taking the post.
- General administration duties, photocopying, filing etc.
- Dealing with any enquiries at the reception.
- Data entry onto internal systems.
- Reporting any problems to the manager. Dealing with car park requests and hospitality requirements.
- Ensuring that the reception area is tidy and clutter free.
- Monitoring stationary stock and reordering when required.
- Operating a computer system with related client software.

ORGANISATION: GOVERNMENT MODEL SENIOR SECONDARY SCHOOL- CHANDIGARH – INDIA

- Preparing classroom material & present student in different forms like role playing, visual aid & through games.
- Coordinating with supporting staff with regards to their attendance, pick and drop facility for children considering safety of children.
- Reading story books with morals to make children understand values.
- Discussing children's issues with their parents, supervisors and if needed with child specialist about their health, behavior, emotional development.
- Teaching basic skills of understanding things, colors, shapes and hygiene.
- Arranging interactive activities for children to develop their creativity.
- Play different games which helps them to learn and grasp things faster.
- Making progress report and discussing with their parents on monthly basis.

KEY SKILLS AND COMPETENCIES

- Excellent telephone manner.
- Can offer a warm & friendly greeting to visitors.
- Smart, presentable appearance.
- Ensuring an efficient running and operation of the Reception Desk.
- Good organization and prioritization skills.
- Self-motivated, proactive & hardworking.
- Ability to listen and anticipate.
- Fully aware of all Health & safety legislation relating to office work.
- Experience of arranging month end invoicing on the SAGE System.
- Good IT skills Word, Excel, Email and Internet.
- Accept and adhere to the need for strict confidentiality.

EDUCATION & TRAINING

2014	Master's in Arts (MA)- (Political Science) Post graduate Government college for girls – Punjab University
2012	Bachelor's in Arts (BA) Post graduate Government college for girls – Punjab University
2009	Certificate in Education (Teacher training) NCTE (National council for Teacher education)
2008	Higher Secondary Education (HSC) Government Model senior secondary school – CBSE board-New Delhi

COMPUTER LITERACY

2010	Certificate in Software and Data processing Microsoft office - National Institute of Computer Technology (NICT)
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PERSONAL INFORMATION

- Date of birth:19-07-1989 | Sex: Female | Nationality: Indian
- Passport no: M0955032
- Religion: Hindu

INTEREST

- **National Level Player in Ball Badminton**
- Travelling | Listening to Music | Cooking | Reading books | Painting

LANGUAGES

- English, Hindi, Urdu, Punjabi

REFERENCE

- Will be furnished upon request.