

# Isabelle Silo Itoe



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Sibelle47

## Professional Title

A professionally Dedicated & experienced Administrative Assistant with over seven years of valuable Experience in Manufacturing, Banking Sector and Retail Industry. I possess excellent interpersonal & problem solving skills with efficient planning, good management & organizational skills. I look forward to a successful career with a reputable multinational company where my skills and experience will be fully utilized.

## WORK EXPERIENCE

### PA/Admin Assistant To The Chairman

#### Key Group International LLC & Al Mheiri General Services.

Jan 2019 – Mar 2021,

Dubai, United Arab Emirates

General Shipping

##### Achievements/Tasks

- Acting as a first point of contact dealing with the Chairman's correspondences and phone calls.
- Managing diaries and organising meetings and appointments, often controlling access to the manager/executive
- Booking and arranging travel, transport and accommodation
- Organising events and conferences
- Reminding the manager/executive of important tasks and deadlines
- Typing, compiling and preparing reports, presentations and correspondence
- Managing databases and filing systems
- Implementing and maintaining procedures/administrative systems
- Liaising with staff, suppliers and clients
- Collating and filing expenses
- Represents the executive by attending meetings in the executive's absence; speaking for the executive.
- Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.
- Maintains customer confidence and protects operations by keeping information confidential.
- Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing information; initiating telecommunications.
- Maintains executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques

Contact: Available on request

## SOFT SKILLS

Excellent written & verbal communication

Adaptability & critical thinking

Excellent interpersonal s

team work & communication skills

Professional

Decision making & Analytical skills

work ethic & capability to strategize

## TECHNICAL SKILLS

### IT Skills

Advanced knowledge and experience in Microsoft Office, with emphasis on Microsoft Outlook/Calendar and Excel.

Additional knowledge in SAP (ERP) and Livelink are considered an asset, but willingness to learn is critical.

Experience in finance with an understanding of the basics of profit and loss statements, processing payments and invoicing.

## EDUCATION

### Political Science & Public Administration

University of Buea

2005 - 2008,

Buea, Cameroon

## WORK EXPERIENCE

### Customer Care Executive Sharaf DG

2015-2017,

Dubai, UAE

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#### Achievements/Tasks

- Answering calls politely and professionally to provide information about services and products.
- Check and ensure that all Customer Care Executives are well informed and have up-to-date information so that they can best service the customer.
- Always check and ensure that Customer Service follow-up procedures are complete and meet time standards and regulations.
- Train customers and/or staff to provide a high level of support and knowledge on any new product or system.
- Keeping records of customer interactions and different transactions, recording details of complaints, comments, inquiries.
- Processing or taking orders, filling in forms and applications.
- Follow up to ensure that appropriate action has been taken on customer requests and complaints.
- Getting feedback and Quality Assurance on identified or unidentified errors.
- Assisting with Client Services as needed according to situations and demands.
- I Escalate unresolved customer requests, pass on grievances to higher departments for further investigation and clarification.
- Handling employee issues, staffing, managing client schedules, managing workflow, shedding light on departmental policy.
- Performing the registration process for clients without any errors.
- Make reminder calls to clients, send follow-up emails and schedule appointments.
- Always perform timely performance evaluations and initiate appropriate action if needed
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Prepares product or service reports by collecting and analysing customer information.
- Contributes to team effort by accomplishing related results as needed.
- Develop and maintain a filing system.

## WORK EXPERIENCE

### Receptionist/ Customer Support Administrative Assistant

ROCAAbuja/Primewest Properties Limited,  
Nigeria

2013– 2015

Abuja, Nigeria

Property Company

#### Achievements/Tasks

- Welcomes new employees to the organization by conducting orientation.
- Provides payroll information by collecting time and attendance records.
- Handles the file and administrative arm of the company, Overseeing the travelling plans and itinerary of the M.D, receive calls, files and carrying out proper file management processes,
- Tracking of files as well as keeping updates on behalf of clients, Ensuring the proper documentations of conference communiqués and recommendations, Prepares monthly salary voucher for the company and pays them, Manages the imprest account and gives a monthly report of it,
- Meeting and greeting clients, booking meetings, arranging couriers, deliver excellent customer service, at all times, assist in keeping the reception area clean and tidy, at all times, deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail, type correspondence, reports and other documents, maintain office files and open and distribute mails, take minutes at meetings and distribute minutes, coordinate repairs to office equipment.
- Schedules examinations by coordinating appointments.
- Provides secretarial support by entering, formatting, and printing information; organizing work; answering the telephone; relaying messages; maintaining equipment and supplies.
- Maintains employee confidence and protects operations by keeping human resource information confidential.
- Maintains quality service by following organization standards.

Contact: Available on request

## WORK EXPERIENCE

### **Administrative Office Manager/ HR Assistant at Guardians Of The Nations International, (GOTNI) Abuja, Nigeria.**

Guardians of The Nations International,  
(GOTNI) Nigeria

2011-2013,

Leadership Training Company

#### *Achievements/Tasks*

- Doubles as an Admin/Executive Assistant to the President of the organization and assisting the HR Manager of the organization.
- Planning of yearly and quarterly budget of the organization including all projects and trainings to be undertaken by the organization.
- Overseeing the travelling plans and itinerary of the President and other board members as the need arises.
- Receive calls files and carrying out proper file management processes
- Tracking of files as well as keeping updates on behalf of clients
- Functioned as liaison between the organization and resource persons as well as participants before and during conferences.
- Follow up on conference proceedings and ensuring the proper documentations of conference communiqués and recommendations.
- Taking proactive measures in keeping tabs on upcoming conference/training planning details and preparing their related files and documents.
- Preparing daily, weekly and monthly status report for the President of the organization.
- Take and relay messages, provide information to callers, greet persons entering organization, direct persons to correct destination, deal with queries from the public and customers,
- Resolve customer complaints via phone, email, mail, or social media, use telephones to reach out to customers and verify account information., greet customers warmly and ascertain problem or reason for calling, cancel or upgrade accounts, assist with placement of orders, refunds, or exchanges, advise on company information,
- Posting job ads and organizing resumes and job applications
- Scheduling job interviews and assisting in interview process
- Participating in recruitment efforts
- Posting job ads and organizing resumes and job applications
- Scheduling job interviews and assisting in interview process
- Overseeing the completion of compensation and benefit documentation
- Orienting new employees to the organization
- Conducting benefit enrollment process
- Administering new employment assessments
- Updating and maintaining employee benefits, employment status, and similar records

*Contact: Available on request*

## CERTIFICATES

Bachelor's Degree in Political Science & Public Administration  
(2008)

Advance Level Certificate of Education (2002-2005)

Ordinary Level Certificate of Education (2000)

## ACHIEVEMENTS

### Trainings Attended

- PG Diploma in Strategic Human Resource Management course under completion
- Career development training,
- Human resources, office and management Skills,
- **2011– Emerging Leaders Conference** organized by Guardians of the Nations International (GOTNI) a non- profit making leadership development organization aimed at grooming young people into leaders of vision and integrity.

## LANGUAGES

English

*Native or Bilingual Proficiency*

French

*Full Professional Proficiency*