

D. VIJILA



CAREER OBJECTIVES

To seek out challenges for holistic personal growth.
To engage with the world ethically, responsibly and professionally.
To contribute to the continued growth of the company and nation.
To attain a lifelong challenging career which would utilize and improve my creativity, communication skills and leadership qualities.

WORK EXPERIENCE

April 2019 to August 2020

Admin Supervisor – Rapid Link Contracting and General Maintenance LLC- Abu Dhabi, UAE

Responsibilities includes:

- To assist in schedule management, facilities management and personal duties.
- To prepare quotation, invoices, cash handling.
- Internal & external communications, Forecasting for future activities.
- Oversee schedules for all executives and manage booking for conference rooms and group workspaces.
- Work with HR department to facilitate recruitment drives, include setting up and running a booth at local career fairs.
- Performed numerous administrative tasks as necessary, including scheduling meetings and travel, working with external vendors, interacting with visitors and answering phone calls and emails from customers.
- Participated in on the job training with several different departments, including human resources, payroll, accounting, and executive support
- Maintain and improve online database of client accounts and external vendors, including updating information when necessary.
- Created a new system for following up with clients to send email and arrange teleconference calls and meetings.
- Supervise the monthly billing, staff scheduling and payroll processing activities.
- Ensure that the administration team follows company standards and guidelines for operational efficiency.
- Provide support to resolve any problems faced by the administration team.
- Manage the staffing and supply needs for all departments.

- Provide support in recruitment, evaluation and training of staff members.
- Evaluate current operations to identify and implement process improvements.

Dec 2016 to Dec 2018

Administrative Assistant - SINGAPORE

Responsibilities includes:

- To assist in schedule management, facilities management and personal duties.
- Able to process sensitive data and handle all correspondence and dictation with uncompromised integrity.
- I can easily build rapport with clients, vendors, and project stakeholders both in person and in writing.
- Able to leverage education in accounting to accurately balance books and perform budgeting and purchasing functions.
- Always maintains a positive and consummately professional demeanour, with the ability to install the trust and engagement.

July 2013- Dec 2016

Airtel Customer Care Executive- First Source LTD- Prince Info Park, Chennai, Tamilnadu.

Responsibilities includes:

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Creating policies and procedures
- Planning the training and standardization of service delivery
- Maintaining a pleasant working environment for the team.
- Possessing excellent product knowledge to enhance customer support.
- Conducting quality assurance surveys with customers and providing feedback to the staff
- To answer customers enquires in the most effective way possible
- Most importantly to solve the call with a one call resolution
- To handle customers at our level with no escalation
- Assisting new customers with queries.

EDUCATIONAL QUALIFICATION

MASTER OF ARTS (PUBLIC ADMINISTRATION, 2015
UNIVERSITY OF MADRAS

BACHELOR OF ARTS (ECONOMICS), 2012
QUEEN MARY'S COLLEGE - AUTONOMOUS

HIGHER SECONDARY 12th Standard
CORPORATION HIGHER SECONDARY SCHOOL PERAMBUR, CHENNAI

SSLC 10th Standard
GOVERNMENT HIGHER SECONDARY SCHOOL G.K.M. COLONY, CHENNAI

RELEVANT SKILLS

Software Proficiency

- Microsoft Office
- English Type Writing
- Tally 7.2 Version
- Customer Service Skills
- Effective Communication Skills

Language Skills

Effectively bilingual (spoken and written) in English And Tamil,
Malayalam

PERSONAL DATA

NAME: **D. VIJILA**

DATE OF BIRTH: **24 JULY 1992**

GENDER: **FEMALE**

NATIONALITY: **INDIAN**

AVAILABLE DATE: **IMMEDIATE**

EXPECTED SALARY: **NEGOTIABLE**

VISA STATUS: **VISIT VISA (VALID TILL MARCH 2021)**

CONTACT: **+971 561153268**

EMAIL:
nishikarthika@gmail.com