

MS HARSHITHA

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Dubai- UAE,



## **SUMMARY**

- Profile: Female, 23, Single
- Nationality: India
- Current Location: Dubai, UAE
- Current position: Admin and Operations Assistant

## **CAREER OBJECTIVE**

To obtain challenging and responsible position in an organization wherein I contribute to the successful growth of an organization using my abilities, knowledge and to work in a meaningful position that enables me to develop myself as a professional and permits scope for advancement.

## **WORK EXPERIENCE**

**Jan 2020 – Present SLS Production Equipment**

**Job Title: Admin & Operations Assistant**

SLS Production Equipment is one of the leading solutions providers for events in the middle east.

**Main Responsibilities Admin & Operations Assistant:**

- Managing multiple tasks
- Tracking crew KSA visa expiry
- Booking flight tickets for the crew and office staffs for events
- Booking hotel rooms for the crew and office staff's in UAE & KSA
- Applying KSA visa for crew
- Handling and updating crew and master list
- Attend sales calls and put the customers through sales department
- Handling accreditation/health & safety form for every event
- Handling crew and office staff's passports
- Creating crew list and documents as per client's requirement for every event

**Nov 2018 – Sept 2019 Yallacompare**

**Job Title: Customer Service Advisor & Document Chaser**

Yallacompare is the leading finance comparison site in the Middle East with operations across 9 countries in the MENA region.

**Main Responsibilities Customer Service Advisor:**

- Handling enquiries, offering customers products and services resolving customers problems.
- Managing multiple tasks
- Liaising with customers directly through a variety of channels including email, phone, chat bot and ensuring excellent service delivery whilst maintaining service level and standards.
- Answering inbound customer service calls courteously and professionally, dealing with each enquiry effectively and efficiently.
- Handling customers on Chatbot and resolving their issues and connecting them to agents.
- Responsibility for resolving each enquiry to a satisfactory outcome as efficiently and effectively as possible.
- Transfer and extend car insurance.

**Main Responsibilities Document Chaser:**

- Playing a main role in between the customers and the sales agents.
- Document Chaser for varies insurance like car, health and home.
- Ask the customer for no claim and self-declaration if the insurance company requires for it.
- Send mail to the customer asking for the documents required for the insurance.
- Confirm with the customer for start date of the policy.
- Once documents received assign the policy to the processor

**Aug2018– Oct 2018 Gargash Motors Alfa Romeo (Temporary Contract)****Job Title: Receptionist cum Purchase Assistant**

Gargash is the official distributor of Alfa Romeo in the United Arab Emirates since 1992 and has continuously generated passion for the brand with effective sales and aftersales service, giving true car enthusiasts a taste of authentic Italian luxury.

**Main Responsibilities:**

- To serve visitors by greeting, welcoming, directing and announcing them appropriately.
- To answer, screen and forward any incoming phone calls providing basic information when needed.
- Receive and organize daily mail/deliveries/couriers.
- To organize and coordinate meetings, conferences
- Make everyday sales report of the showroom with the information given from the sales team.
- To maintain security by following procedures and controlling access (Monitor logbook, issue visitor badges).
- To perform other clerical receptionist duties such as filing, photocopying, faxing etc.
- Monitor stock levels and identify purchasing needs.
- Research potential vendors.
- Track orders and ensure timely delivery.
- Evaluate offers from vendors and negotiate better prices.
- Maintain updated records of invoices and contracts.
- Follow up with suppliers, as needed, to confirm or change orders.
- Prepare LPO (Local Purchase Order).
- Prepare Internal Memo.

**Nov 2017 – Feb 2018 FTP Advertising LLC- Dubai Job****Title: Sales Executive- Advertising Marketing**

FTP Advertising is an established ad company in UAE, India and Singapore having its expertise in media planning, media release, ATL & BTL forms of advertising and their creative executions.

**Main Responsibilities:**

- Approaching prospects and converting them into loyal clients.
- Visiting corporate offices and firms to offer services such as Radio/ TV/ Newspaper Advertising, recreating Logo or designing new ones, website development, etc.
- Developing, organizing, planning and promoting a range of large scale events.
- Artist handling. Reviewing and sourcing the location where the event is to be held.
- Building good client and sponsor relationships. Sending out accurate client contracts and ensuring they are signed and returned with appropriate deadlines.

**Achievements:**

- Worked on a Promotion event for a Malayalam Movie Named Richie and also managed artist meet and greet.
- Worked on a Tamil event called Fun day 22 which was a music concert, dance and comedy show.
- Assisted in all marketing campaigning's pertaining to above two events & also made outbound telephone calls to delegates regarding accommodation and scheduling.
- Assisted with customer service provision to event sponsor and their representatives.
- Organized and managed all aspects of events i.e. catering, car parking, security & cleaning.

**Mar 2017 - May 2017 GLITZ BUSINESS CONSULTANCY- Dubai****Job Title: Receptionist cum Secretary**

Glitz Business Consultancy specializes in all types of company registration (Mainland Companies, Offshore Companies & Free zone) and provides best solutions for company documentation process.

**Main Responsibilities:**

- To Prepare and manage correspondence, reports and documents.
- To organize and coordinate meetings, conferences & travel arrangements.
- To draft and cascade minutes of meetings.
- To implement and maintain office systems, maintain schedules and calendars and arrange and confirm appointments.
- To handle incoming emails, mail & to set up and maintain document management systems.
- Answer phone calls and answer inquiries about company.
- Greet visitors warmly and make sure they are comfortable.
- Schedule meetings and conference rooms
- Gather Employee personal and insurance information and updating them timely.

**Mar 2015 - Apr 2016 BATEEL INTERNATIONAL- Dubai****Job Title: Receptionist**

Bateel offers a comprehensive range of sweet and savory foods and premium shopping and dining.

**Main Responsibilities:**

- Preparing receipts, verifying the same and forwarding it to finance department.
- To serve visitors by greeting, welcoming, directing and announcing them appropriately.
- To answer, screen and forward any incoming phone calls providing basic information when needed.
- Receive and organize daily mail/deliveries/couriers.
- To maintain security by following procedures and controlling access (Monitor logbook, issue visitor badges).
- To Schedule & update meetings/appointments.
- To perform other clerical receptionist duties such as filing, photocopying, faxing etc.

**Mar 2014 - May 2014 ETISALAT TELECOMMUNICATION- Dubai**

**Job Title: Telesales Representative****Main Responsibilities:**

- Calling customers from data base for new Etisalat Connections and renewal of existing connection.

**EDUCATION**

- BBA (Distance Education)
- Completed Higher Secondary Education from Delta English School- Sharjah in 2014.

**IT SKILLS**

- Windows, IOS, Microsoft Word, Excel, PowerPoint & Outlook

**LANGUAGES**

English, Hindi, Tamil, Telugu and Malayalam

**COMPETENCIES**

- Quick learner & easily adaptable to new environment.
- Committed, result oriented, hard working with zeal to learn new things and undertake new tasks.
- Good verbal and written communication skills.
- Team player & Self-disciplined.
- Ability to work under pressure with minimum supervision.

**DECLARATION**

I hereby declare that the abovementioned information is correct to best of my knowledge. Ms. Harshitha