

# MANKA EBIKA EGBE

## RECEPTIONIST | ADMINISTRATOR|CUSTOMER SUCCESS



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M.S OFFICE | COMMUNICATION | CUSTOMER RELATIONS| PURCHASING & NEGOTIATION

### PROFESSIONAL SUMMARY

Detail-oriented and highly organized Admin-Receptionist with over **4 years of experience in providing excellent administrative support, front-desk management, and purchasing.** Skilled in managing schedules, handling budgets, coordinating office logistics, and overseeing procurement processes with precision and efficiency. Dedicated to ensuring seamless daily operations, optimizing purchasing activities, and enhancing team productivity through meticulous attention to detail and a commitment to maintaining a professional and well-organized office space.

### KEY SKILLS

- DOCUMENTATION AND REPORTING
- TEAM COLLABORATION
- TIME MANAGEMENT
- DETAIL ORIENTED
- MS OFFICE
- ANALYZING
- NEGOTIATING
- PROJECT MANAGEMENT
- FINANCIAL MANAGEMENT
- CONFIDENTIALITY
- MULTITASKING
- OFFICE MANAGEMENT
- CUSTOMER SERVICE
- VENDOR MANAGEMENT

### PROFESSIONAL EXPERIENCE

ADMIN SUPPORT (MEDICAL UNDERWRITING DEPARTMENT)

Al Ittihad Al Watani Insurance Co, Dubai, UAE Sep 2024 – Present

## RESPONSIBILITIES

- Answering client inquiries about policies, claims, and billing
- Assisting with policy changes and updates
- Routing complex issues to appropriate departments
- Maintaining accurate records of customer interactions

## **CUSTOMER SUCCESS\ ADMINISTRATOR**

### **LOUTFY PROPERTY MANAGEMENT – DUBIA (2022- 2024)**

#### ACHIEVEMENTS

- Successfully managed the office relocation to a new facility, coordinating logistics with minimal disruption to operations.
- Automated manual administrative processes, saving over 100 hours of work per month and increasing accuracy.

## RESPONSIBILITIES

- Acted as the first point of contact for clients and visitors, providing information, answering inquiries, and directing them to the appropriate personnel.
- Handled incoming and outgoing communications, including emails, phone calls, and correspondence
- Maintained accurate and up-to-date records of company activities, including filing, data entry, and document management
- Overseeing day-to-day operations, ensuring the office runs efficiently, and handling any issues.
- Overseeing the maintenance and cleanliness of the office space, including coordinating repairs and managing relationships with vendors
- Keeping accurate records of all purchasing activities, including orders, contracts, invoices, and supplier correspondence.

## **ADMIN ASSISTANT**

### **A.A.T INTERIOR DESIGN CONSULTANT LLC, UAE (2018 – 2022)**

#### ACHIEVEMENTS

- Implemented a filing, record-keeping and documenting system for company logs and records.
- Streamlined and shortened the process of onboarding new employees and generated biometric data for each employee.

RESPONSIBILITIES

- Provided administrative support to the management team.
- Organized and maintained filing systems, both electronic and physical.
- Assisted in preparing reports, presentations, and documents.
- Managed office logistics, including scheduling meetings and arranging venues.
- Supported HR in onboarding new employees and maintaining employee records.

..... **ADDITIONAL PROFESSIONAL EXPERIENCE**.....

**VIRTUAL ASSISTANT**

UPWORK / PART TIME    2020    ACHIEVEMENTS:

- Streamlined office procedures to improve efficiency and reduce administrative costs.
- Successfully coordinated multiple projects simultaneously, ensuring timely completion.

RESPONSIBILITIES:

- Organized meetings, prepared reports, and handled correspondence.
- Ensured smooth day-to-day operations and efficient workflow within the office. Coordinated travel arrangements and managed office supplies inventory.

**SALES ASSOCIATE**

FOREVER21, DUBAI    2016 – 2017

ACHIEVEMENTS:

- Increased sales through effective product displays and promotions.
- Developed and maintained an effective activity schedule, improving overall store operations.

RESPONSIBILITIES:

- Assisted in stocking incoming merchandise and maintaining the sales floor.
- Supervised associates in replenishing stock and managing the stockroom.
- Coordinated with customers to design store décor plans and provide upgrades.
- Displayed products attractively to increase customer engagement and sales.

## EDUCATION

- **ASSOCIATE'S DEGREE**

BUSINESS ADMINISTRATION OCT 2016

University of Buea, Cameroon

### **PROFESSIONAL DIPLOMA**

PRODUCT MANAGEMENT [SEP 2024]

- **CERTIFICATES**

Effective Practices of Sourcing, Purchasing and Procurement

Certificate Number: 5835-33076570 - Alison