

# Arshiya Bareen Shahir

## OFFICE ADMINISTRATOR

A highly motivated and driven professional with over 7 years of experience in office administration. Proven ability to streamline office operations and procedures to increase efficiency. Excellent organizational, problem solving, and communication skills. Track record of successfully coordinating and managing office projects.

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## WORK HISTORY

### Office Administrator and General Support

**5E Ltd** *May 2018 - Present*

- Enrolling students in a polite manner for the course
- Information Advice and Guidance officer
- Induction to be done by group of people
- Team handling with politeness.
- Data to be entered in efficient manner
- Dealt with customer queries and complaints
- Handling phone calls, making sure of attendance
- Handling external or internal communication or management systems
- Managing registration on city and guilds.
- Have an experience using office 365 and pics.

### Administrator

**SK World** *Feb 2013 - Feb 2015*

- Served customers in a polite and efficient manner
- Operated system by arranging attendance of candidates
- Typing customer address and checking proper postcode of customers for delivering stuff
- Maintain employee records and oversee performance management.

### Customer Relationship Officer (Non – Voice)

**HGS ( Hinduja Global Solution)** *Oct 2010 - Nov 2011*

- Served customers in a polite and efficient manner
- Using CRM Systems dealt with customer queries
- Verbal and Written communication skills
- Operated system by sending emails with non-voice process
- Dealt with customer queries and complaints

## SKILLS

- Problem Resolution
- Microsoft Office
- Time management
- Extremely organised
- Strong verbal and written communication
- Self-motivated

- Attention to detail
- Strong problem solver
- Dedicated team player
- Resolving errors
- Highly professional and mature

## EDUCATION

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### GCSE Equivalent

5E Ltd Nov 2018 - Jul 2021

- Functional Skills in English - **Level 2**
- Functional Skills in Mathematics- **Level 2**
- IT Users Level 2
- Functional Skills in ICT

### BCA –Bachelors in Computer Applications

Hasanath Academy of management studies

## CERTIFICATIONS

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### Adult and Training Academy

- Special education Needs and Disabilities Training in Childcare
- SOVA (Safeguarding of Vulnerable Adults) Awareness
- Equality and Diversity Training
- Data protection Awareness
- Health and Safety
- First Aid

### Level 2- Diploma in IT User Skills.

5E Ltd