

**Hena Jacob**

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***PERSONAL SUMMARY***

A logical and well organised Administrative Assistant who is reliable, responsible, used to working in a fast paced environment and working with a variety of different client groups. Has wide ranging experience and knowledge of customer service skills, organisational skills, communication skills, particularly the ability to exercise initiative and diligence to achieve results.

***WORK EXPERIENCE:***

1. ***POSITION: SALES CO-ORDINATOR – 6 MONTHS***

***EMSON GENERAL TRADING***

***RESPONSIBILITIES:***

* Coordinate sales team by managing schedules, filing important documents and communicating relevant information
* Ensure the adequacy of sales-related equipment or material
* Respond to complaints from customers and give after-sales support when requested
* Store and sort financial and non-financial data in electronic form and present reports
* Handle the processing of all orders with accuracy and timeliness
* Inform clients of unforeseen delays or problems
* Monitor the team’s progress, identify shortcomings and propose improvements
* Assist in the preparation and organizing of promotional material or events
* Ensure adherence to laws and policies.

***2. POSITION: ADMINISTRATION OFFICER – 2 Years***

***KOLLANNUR PLASTICS***

Leading organization in trading Sintex water tank and other plastic products, established in the year 1997.

***RESPONSIBILITIES:***

 Assisting the office manager in managing the activities.

 Supporting day to day office administration tasks in the relevant department.

 Maintains solid customer relationships by handling questions and concerns with speed and professionalism.

 Co-ordinate with logistic team for arranging transportation and forwarding services for all orders to ensure material is delivered as per schedule.

 Support sales representatives when they are away from the office, thus helping field sales team work more productively and focus on dealing with customers

 Keying customer orders, ensuring the right prices are charged, managing, arranging and documenting.

* Manage multiple projects and clients simultaneously, keeping track of all deliverables and deadlines to ensure all client expectations are met, including daily communication and follow-up across various accounts.
* Organize and provide documents, reports and information to department and external clients in an useful and well-organized manner
* Maintains records of sales and compare them with targets to help sales managers and representatives monitor the team's progress.

***ACADEMIC PROFILE:***

 *Bachelor of Engineering : Aeronautical - Anna University, Chennai*

 *12 TH : CBSE BOARD – B.V.B.V.M , Thrissur*

 *10TH : CBSE BOARD - B.V.B.V.M , Thrissur*

***KEY SKILLS:***

 Proficient in MS Word, Excel and Power point.

 Fluent Communicative skill in English, Malayalam, Hindi, Tamil.

 Possess good administrative and organizational skills.

 Excellent time management skills.

 Ability to work under pressure.

***PERSONAL DETAILS:***

Nationality: Indian Marital status: Married D.O.B: 30-05-1991

Visa Status: Residential