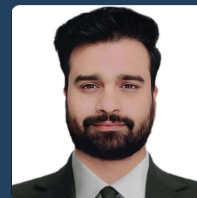


# SHAH FAHAD

Administrative Assistant / Customer Service / Document controller  
| Available for Relocation to Dubai - Immediate Joiner

+971 551499581 @ shahfahad687@gmail.com

https://www.linkedin.com/in/shah-fahad-356153103? Dubai, UAE



## EXPERIENCE

Administrative Assistant / Document controller 11/2019 - 10/2024  
Kuwait Flour Mills & Bakeries Co. Kuwait

Responsibilities as Administrative Assistant / Document Controller

- Streamlined office operations through efficient filing and data entry management.
- Skilled at handling complaints, turning negative experiences into positive ones, and ensuring first-contact resolution.
- Diligently verified invoices, bills of lading, certificates of origin, and other essential documents.
- Accurately prepared Lay time Calculations to optimize shipping operations.
- Proactively engaged with disport agents for daily updates on freight arrivals.
- Formulated and executed office policies, enhancing workflow and organizational efficiency.
- Fostered interdepartmental collaboration to ensure prompt completion of tasks.
- Coordinated scheduling and logistics for appointments and meetings.
- Implemented a robust document control system for secure storage, labeling, and easy retrieval.
- Prepared comprehensive documents for audits and generated reports on document statuses.
- Managed the organization and storage of information in both paper and digital formats. Ensured proper filing of documents and emails in their respective files.
- Handled the receipt, recording, and distribution of packages and mail.
- Addressed phone and email inquiries with professionalism and efficiency.
- Streamlined office ops for enhanced filing & data entry efficiency.
- Fostered cross-dept collaboration for timely project execution.
- Optimized document management for audits & swift information retrieval

Admin Assistant 05/2016 - 07/2019  
Ashok Leyland India

Responsibilities as Admin Assistant

- Expertly manage and safeguard both digital and physical information through meticulous organization and storage.
- Efficiently address inquiries via phone and email, ensuring prompt and professional communication.
- Respond to customer inquiries, concerns, and feedback via phone, email, chat, or social media.
- Develop and maintain in-depth knowledge of products or services to provide accurate information to customers.
- Implement strategies to retain customers and build long-term relationships.
- Oversee office inventory, equipment, and facilities, guaranteeing a secure and productive workplace.
- Provide comprehensive support to visitors, enhancing overall office hospitality and service.
- Uphold strict confidentiality, exercising discretion with sensitive information.
- Diligently perform clerical tasks including copying, sorting, and filing to support office operations.
- Accurately input data into various software systems, maintaining up-to-date and precise records.
- Sustain an orderly filing system and replenish office supplies to ensure seamless office functionality.
- Manage the receipt, documentation, and distribution of mail and packages with attention to detail.
- Managed digital/paper info storage efficiently.
- Handled queries via phone/email with care.
- Ensured office safety & efficiency in supplies.
- Provided discreet support & managed records.

## EDUCATION

DIPLOMA IN MECHANICAL AUTOMOBILE ENGINEERING, 01/2013 - 12/2015  
Mechanical & production Engineering Related Technologies/Technicians  
Teerthanker Mahaveer University, Moradabad

## SUMMARY

Experienced Administrative Assistant and Document Controller with over 9+ **years of proven expertise in the food and manufacturing industries**, including **5 years in the Gulf region (Kuwait)**. Skilled in office administration, Customer Service, document management, import/export coordination, and shipping operations. Proficient in handling sensitive information, managing schedules, and ensuring efficient workflow across departments. Strong knowledge of ISO standards, data analysis, and ERP systems. Recognized for exceptional performance, attention to detail, and a commitment to organizational success. **Available for immediate relocation to Dubai**, bringing a strong work ethic, professionalism, and cross-cultural communication skills to support business operations.

## CERTIFICATION

HR Management Assessment

LearTube, Mumbai, India

Cybersecurity Awareness

Kuwait Flour Mills & Bakeries, Kuwait

Office Safety Training

Kuwait Flour Mills & Bakeries, Kuwait

Data Entry Operator

National Skill Development Corporation, Delhi

Power BI

Fiest Tech, Mumbai

Data Analysis Professional

L3oron Institute, Kuwait

ISO 22000:2018 Awareness Training

SGS, Kuwait

ISO 9001:2015 Quality Management System Internal Auditor

TUV, India

AutoCAD

Nsic, Software Park, Okhla Phase3, New Delhi

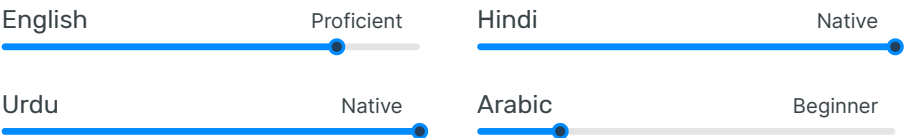
EDUCATION

Diploma in Business Administration	03/2023 - 04/2024
<a href="#">Alison Academy</a>	
Diploma in Customer service	03/2023 - 04/2024
<a href="#">Alison Academy</a>	
Diploma in Hospitality Management	12/2023 - 01/2024
<a href="#">Alison Academy</a>	
Diploma in Import and export	05/2023 - 06/2024
<a href="#">Indian institute of skills development</a>	
Diploma in Secretarial Practices	02/2023 - 03/2024
<a href="#">Indian institute of skills development</a>	
Diploma in Management	06/2023 - 07/2024
<a href="#">Indian institute of skills development</a>	
Diploma in Digital Marketing	12/2023 - 11/2024
<a href="#">TechStake</a>	
Diploma in Human Resources	05/2022 - 06/2023
<a href="#">Alison Academy</a>	

SKILLS

Problem-solving · Multi-tasking · Communication · Teamwork & Collaboration ·  
Time Management · Active Listening · Analytical Skills · Calendaring · Scheduling · Import ·  
Excellent Verbal Communication · Professional Email Writing ·  
Empathy & Emotional Intelligence · Patience & Tact · Conflict Resolution ·  
CRM Systems Knowledge · Social Media Handling ·  
Microsoft Office Suite / Google Workspace · Attention to Detail · Oracle Application ·  
Cultural Awareness · Basic Data Analysis · WPS

LANGUAGES



CERTIFICATION

HVAC Design
Design Master, Delhi
CCC
NATIONAL INSTITUTE OF ELECTRONICS & INFORMATION TECHNOLOGY (NIELIT), Delhi
Good manufacturing practices
Alison Academy, Ireland
HACCP
Alison Academy, Ireland

KEY ACHIEVEMENTS

💎 Employee of the year award in 2023
Employee of the month Feb & Jun 2024

MY TIME

- A Travelling
- B Cooking
- C Reading
- D Activity / Initiative