

## CURRICULUM VITAE

### **Najma Khanum**

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### **POSITION APPLIED FOR : Admin Receptionist / Front desk Customer support**

#### **Career Objective :**

I am looking forward to a mutually beneficial growth-oriented association to materialize my talent with hard work and determination. And seek a position where my knowledge and experience can be shared and enriched.

#### **Skills:**

Good Communication Skills, Honest, Patient, and Detailed to Hard, Good Listener, Leadership skill, Team Management, Problem-solving Skill, Self-Management, Customer Service, Planning, Bookkeeping, Recordkeeping, Technology Skills, Interpersonal Skill, Organizational Skill, Answering Telephone skill, MS word, MS Excel, Typing Lower Social Media Management.

#### **Experience:**

##### **Receptionist cum Customer Support**

(Jan 2024 to Mar 2024)

##### **Helping Hand Cleaning Service - UAE, Dubai.**

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately Answering and forwarding incoming phone calls. Receiving and sorting daily mail. including setting appointments, filing, record keeping, and other office tasks.
- Assist Housekeeping management in managing daily activities To assign duties, inspect work, and investigate complaints regarding Housekeeping service and equipment and hence take corrective action maintaining high level of service and cleaning & maintenance standards in all areas of responsibilities
- Prepare, distribute, and communicate changes in room assignments. Address client concerns and feedback related to cleanliness promptly and professionally. Conduct regular safety training sessions for housekeeping staff. Assist the Executive Housekeeper in managing and directing all
- Client and Staff Interaction: Develop and maintain cleaning schedules for all areas of the clinics, ensuring thorough cleaning and sanitation. Supervise housekeeping staff, including hiring, training, scheduling, and performance management Assist Housekeeping management in managing daily activities including setting appointments, filing, record keeping, and other office tasks.
- Prepare regular reports on housekeeping activities, Prepare Invoices inventory levels, and budget expenditures. Report any maintenance issues and follow up to ensure timely resolution. Social Management Skills and the Internet Surfing Online Mobile App Handling and Other Digital Media and Social Media Platforms to Promote Products and Services and Deal with Dealers.

##### **Office Administrator cum Social media marketing**

(Jan 2023 to Oct 2023)

##### **Cubicor Information Technologies - Hyderabad, India.**

- Providing Administrative Support to Team Members, Assisting with Budget Management Drafting Correspondence and Reports, Coordinating Travel Arrangements, Maintaining Databases and Records
- Service Coordinator Maintaining providing technical support, clients and provides information on how they can access community service. have good experience & knowledge in Invoicing the customers well versed in Purchase Order. Administration Support services and Technical Account Managers to resolve the customer issues at priority Build and execute social media strategy through competitive research, platform determination, benchmarking, messaging, and audience identification.
- Generate, edit, publish, and share daily content (original text, images, video, or HTML) that builds meaningful connections and encourages community members to act.
- Set up and optimize company pages within each platform to increase the visibility of company's social content.
- Create editorial calendars and syndication schedules.

##### **Office Administrator cum Social media marketing** (Nov 2020 to Oct 2022)

##### **Zamanis Exports - Hyderabad, India.**

- Supports company operations by maintaining office systems and supervising staff.
- Completes operational requirements by scheduling and assigning employees and following up on work results.
- Keeps management informed by reviewing and analyzing special reports, summarizing information, and identifying trends.
- Maintains office staff by recruiting, selecting, orienting, and training employees.
- Maintains office staff job results by coaching, counseling, and disciplining employees, and planning, monitoring, and appraising job results.
- Social Management Skills and the Internet Surfing Online Mobile App Handling and Other Digital Media and Social Media Platforms to Promote Products and Services and Deal with Dealers.

#### **Receptionist cum Customer Service**

(Mar 2017 to APR 2019)

#### **Deccan World Travels – Hyderabad, India.**

- Greet and welcome visitors and clients with a friendly and approachable attitude.
- Maintain records, logs and oversee document control.
- Provide basic and accurate information in-person and via phone/email.
- Making professional, accurate, cost arrangements for clients while providing excellent customer service
- Liaising with accounts for proper billing execution and payment collection
- Verify the transaction to process the billing

#### **Education:**

- Bachelor of Arts (B.A) – Administration Osmania University, (PGRCDE) Hyderabad, India –2020.
- Board of Intermediate Education – Sadhna Junior College, Hyderabad, India – 2013.
- Board of Secondary Education – Rising Sun High School, Hyderabad, India – 2010.

#### **Diploma Courses:**

- E Skill Academy : Digital Marketing & Social Media Marketing, Hyderabad, India –Jan 2023 to Mar 2023
- Fly Aviation Academy : Basic Aviation of Airline Industry Course, Hyderabad, India – Dec 2016.
- The English and Foreign Languages University : Proficiency Course in English Language, Hyderabad, India – July 2014.
- Government of Andhra Pradesh : Computer Training Assistant/DEO of Andhra Pradesh (APEC), Hyderabad, India – Dec 2012 to Feb 2013.
- Brothers Education Institute : English Proficiency Essay Contest Language, Hyderabad, India –Nov 2008.
- Institute Hindi Prachar Sabha Hyderabad Hindi Prathama Language, Hyderabad, India – Mar 2005.

#### **Personal details:**

Name	:	NAJMA KHANUM
Father's Name	:	Mohd Ibrahim Khan(Late)
Gender	:	Female
Date of Birth	:	07-04-1994
Nationality	:	Indian
Marital Status	:	Single
Languages Known	:	English, Hindi, Urdu, and Telugu.

#### **Declaration:**

I hereby certify that the information provided above is true and accurate to the best of my knowledge and experience. Consider myself knowledgeable in computer aspects, and I am confident in my abilities to Work in a team.

Date :

Place :

(NAJMA KHANUM)