



Nandulal D

Contact

Location

Sharjah, UAE

Phone

+971507879419

E-mail

nandulal222@gmail.com

Skills

Communication skill



Interpersonal skill



Leadership skill



Ability to analyze the situation and remain calm during stressful Scenarios



Genuine interest in customer satisfaction



Productive **Administrative Executive** with eight year track record in data management, customer relations and complex problem-solving. Overseas operations and handles all administrative needs with efficiency and professionalism. Successful at delivering vital clerical support to internal teams and customers. Demonstrated abilities in analytical problem solving and talent for boosting operational efficiency. Dependable admin, possessing excellent communication and time management abilities. Manages office supplies, organizes correspondence and maintains liaison with other departments.

Work History

2023-03 -
Current

Administration Executive

Good Shepherd Institutions, Bengaluru, India

- Maintains administrative staff by recruiting, selecting, orienting, and training employees
- Supervises clerical and administrative personnel by communicating job expectations, appraising job results, and disciplining employees
- Reception duties including managing visitors, receiving & dispatch of mails and materials.
- Sets policies and procedures for training, coaching, counselling, and career development for staff
- Initiates and coordinates goals, deadlines, and projects for their department
- Develops and implements policies and procedures to improve operations and function of the department
- Monitors and procures needed supplies for office, reception, mailroom, and kitchen
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Maintained protocol throughout routine work days and special events.
- Created and updated records and files to maintain document compliance.
- Sorted, opened, and routed mail and deliveries to meet business requirements.

Administration (2022-07 to 202-03)

Conflict management

Advanced

New employee orientations

Advanced

Administrative management

Advanced

Customer Relations

Advanced

Database coordination

Advanced

Appointment Scheduling

Languages

English

Hindi

Adani Ports, Thiruvananthapuram

- Administration work and operations
- Develops and implements policies and procedures to improve operations and function of the department
- Monitors and procures needed supplies for office, reception, mailroom, and kitchen
- Ensures a safe, secure, and well-maintained facility that meets environmental, health, and security standards.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Documentation according to regulatory guidelines, coordination for training programs for staff, flight bookings, hotel bookings, inventory management and all other administrative works
- Screening of passenger baggage in accordance with guidelines of National civil aviation requirements

Senior Customer Service Associate

(2021-08 - 2022-07)

Allianz Technologies, Thiruvananthapuram

- Resolve client queries over phone
- Provide insights for customers about the
- Coordination with different banks

Executive- Operations (2019-01 - 2021-08)

Indigo Airlines, Thiruvananthapuram

- Administration and daily operations coordination
- Customer service, making sure passengers having a hassle free travel experience.
- Prompt and timely communication for smooth passenger flow and baggage.
- Meet and greet customers.
- Ensuring Compliance to quality & regulatory guidelines on daily operations
- Monitoring, Supervision & Facilitation of VIP movement, Passenger movement, baggage movement & Cargo warehouse
- Dangerous goods regulation compliance
- Aircraft post arrival security checks, pre

departure security checks

- Logistics management for daily operations

Guest Service Assistant (2015-08 - 2018-12)

Jet Airways [I] Ltd, Bengaluru

- Ensuring Compliance to quality & regulatory guidelines on daily operations
- Customer service, assisting customers with special needs, making announcements
- Greet the passengers, provide baggage services
- Provide all relevant details about the flight to the passengers
- Screening, Monitoring, Supervision & Facilitation of VIP movement, Passenger movement, register baggage movement & cargo warehouse.
- Aircraft post arrival security checks, pre departure security checks
- Document checks for passengers and crew
- Respond to emergencies and contingencies in the airport
- Logistics management for daily operations

Education

2011-04 - 2014-04	Bachelor of Science: Physics with Computer Application <i>Govt. College Nedumangadu - Trivandrum, India</i>
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2009-04 - 2011-04	Higher Secondary: Computer Science <i>Secondary School Trivandrum</i>
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2008-04 - 2009-04	SSLC , Moulana Azad Secondary School
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Declaration

I hereby declare that all the information provided in this Curriculum Vitae is true, complete, and accurate to the best of my knowledge. I understand that any false statements or misrepresentations could result in disqualification from consideration for employment.

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