

# THASNI SAJJAD

## FRONT OFFICE ASSISTANT

United Arab Emirates | +971 50 578 6799 | thasnisachu612@gmail.com | Spouse Visa

Dedicated and personable Front Office Assistant with over 2 years of proven expertise in customer service, administrative support, and office management within fast-paced retail environments. Adept at front desk operations, visitor reception, phone-system management, appointment coordination, and document control. Skilled in leveraging MS Office and CRM tools to maintain accurate records, streamline invoicing processes, and support effective communication between clients, vendors, and internal teams. Strong interpersonal, time-management, and problem-solving abilities—committed to delivering exceptional service and enhancing operational efficiency.

### PROFESSIONAL EXPERIENCE

#### FRONT OFFICE ASSISTANT

2022 – 2024

Krishna Trade Links,

- Greeted and welcomed customers and visitors, ensuring a professional first impression and seamless check-in process.
- Managed multi-line phone system: answered, screened, and directed calls; handled voicemail and message distribution.
- Scheduled appointments and coordinated calendars for sales and procurement teams.
- Maintained electronic and paper records of incoming/outgoing stock documentation; ensured 100% accuracy in data entry.
- Processed orders and prepared invoices using MS Excel templates; tracked invoice status and followed up on pending payments.
- Monitored office supplies inventory; placed timely orders to prevent stock-outs and managed vendor communications.
- Updated and maintained customer database with new contacts, transaction history, and special requests.
- Generated daily transaction and billing reports; assisted accounting with two-wheeler billing reconciliations.
- Facilitated clear communication between warehouse, sales staff, and management to resolve operational issues.

### EDUCATION

#### Bachelor of Arts in English Language & Literature

2015 – 2017

Kerala University, India

#### High School Diploma

2017 – 2020

Govt. High School Poovathoor, India

### CORE COMPETENCIES

### TECHNICAL SKILLS

### LANGUAGES

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| <ul style="list-style-type: none"><li>• Visitor reception &amp; check-in</li><li>• Multi-line phone handling</li><li>• Appointment &amp; calendar management</li><li>• Front desk correspondence</li><li>• Document control &amp; filing</li><li>• Billing &amp; invoice processing</li><li>• Vendor &amp; stakeholder liaison</li><li>• Visitor &amp; security coordination</li><li>• Meeting room booking &amp; setup</li><li>• Mail &amp; package handling</li><li>• Visitor badge issuance &amp; security checks</li><li>• Customer feedback logging &amp; follow-up</li><li>• Emergency procedures &amp; safety protocols</li><li>• Welcome kit preparation &amp; distribution</li></ul> | <ul style="list-style-type: none"><li>• MS Word, Excel, Outlook, PowerPoint</li><li>• Multi-line handset operation, voicemail configuration</li><li>• Electronic filing systems, Google Workspace</li><li>• Daily transaction logs, billing support, spreadsheet reporting</li></ul> | <ul style="list-style-type: none"><li>• English</li><li>• Malayalam</li></ul> |
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