



WESLEY HEEBER

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Availability: 15 days

Date of birth:13-09-1990

Nationality: India

OBJECTIVE: To support the management team as an Administrative personnel, where my passion for customer satisfaction, in addition to my exceptional administrative skills and the ability to confront and overcome new challenges will be put to use in achieving a smooth operation for the company.

Areas of expertise include:

- Organisational skills • Data Management • Communication Skills • Time Management • Team Management • Analytical skills • Customer Delight • Strategic Planning

ORGANISATIONAL EXPERIENCE:

Administrative Officer with Futurelink LLC (April 2018 to Till Date) at Dubai Media City, UAE

Role and Responsibilities:

- Assisting the General Manager with his everyday calendar schedule, and meetings.
- File documents, log incoming and outgoing letters and correspondences.
- Distribution of letters and MOM to stakeholders.
- Liaise with PRO for work visa and emirates ID of new hires.
- Co-ordinating, preparing, and submitting weekly approved timesheets for Wages and Manhours.
- Order resources like office supplies, IT Assets and software.
- Manage, coordinate, and arrange Project Team's travel and travel-related activities, including hotel booking, transportation, and meal coordination.
- Records and handles all incoming and outgoing couriers.
- Processed and arranged new and renewal of Company and Personal vehicles insurance policies, claims, and reimbursements.
- Maintained safekeeping of personnel files, confidential corporate documents, and information.
- Effectively following policies to provide support for the quality systems during corporate audits and actively participating in department activities.
- Keep a track of department expenses.
- Responsible for sending cheques to the bank and preparing returned cheques alteration.
- Maintaining the receivables of access cards/ remote of car parking for the buildings.
- Sourcing and procurement of office supplies, printing requirements, and other office equipment.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, and faxing.

Admin support & Assistant with Urvaara Corp Solutions (Mar 2016 – Feb 2018), India

Role and Responsibilities:

- Manage calendar of principal, scheduling, and prioritizing meetings.
- Be the "face" of the company and always maintain a friendly, welcoming and professional demeanour.

- Handle telephonic and email enquiries.
- To follow up for invoices/settlement for advance payments.
- To ensure timely & correct matching of payments with the invoices.
- Process invoices for payment and record all cash disbursement and cash receipts.
- Responsible for handling a Ledger Book.
- Posting and computing the invoices and receipt voucher to the Ledger Book.
- Preparing the Statement of Accounts for the respective Clients.
- Responsible for the Incoming and Outgoing of the Supplier's Invoices.
- Maintain a comprehensive filing system – both paper and computer based.
- Maintain a record of staff absence, including issuing, collecting and filing leave application and absence record forms.

Customer Relation Officer with Syngenta Pvt Ltd (Aug 2012 Till Aug 2016), India

Role and Responsibilities:

- Monitoring After Sales Satisfaction Index.
- Quick complaint resolution to enhance customer retention.
- Analyse the complaints and share feedback with various departments to improve overall customer satisfaction.
- Guiding, monitoring and managing a team of Client Relation Executives and Front desk executives.
- Identifying improvement areas & implementing measures to maximise customer satisfaction levels.
- Preparing reports & other statements with a view to appraise management of process operations and assist in critical decision-making process.

COMPUTER SKILLS:

- Microsoft Office –Excel, Outlook, PowerPoint & word.
- G Suites –Google Calendar, Docs, Drive, forms, Gmail and sheets.
- Sales force.
- Operation system – Windows and MacOS.
- Chrome, Safari.
- Oracle/HRMS.

ACADEMIC CREDENTIALS:

- 10th from CSI High School, India
- 12th from CSI High School, India
- Bachelors in Engineering from, Anna University, India.