

# ROSHAN SHAJI



## SUMMARY

Organized Admin with strong skills in streamlining office operations and enhancing productivity. Skilled in employee relations and maintaining accurate records, managing calendars, coordinating meetings, and handling confidential information. Resourceful problem-solver with talent for implementing efficient administrative processes. Consistently delivers high-quality support, contributing to smooth business operations.

## WORK EXPERIENCE

### ADMIN AND RESERVATION

2022-2024

#### ADRAK HOTELS & RESORTS INDIA

- Managed and optimized the reservations process, ensuring maximum occupancy across properties, including boutique hotels and resorts.
- Developed and implemented efficient booking procedures to improve operational efficiency
- Coordinated with the sales and marketing team to offer tailored packages for seasonal promotions, boosting direct bookings by 40%.
- Supervised a team of reservation executives, providing training and ensuring adherence to company standards
- Collaborated with the operations team to ensure seamless guest experiences from booking to check-out.
- Monitored and analysed booking trends, generating reports to guide strategic decisions
- Utilized advanced property management systems (mention specific software if applicable) to handle reservations, cancellations, and modifications efficiently
- Addressed guest inquiries and resolved booking-related issues promptly, ensuring high customer satisfaction

### ADMIN AND DOCUMENT CONTROLLER

2021-2022

#### AL ADRAK CONTRACTING CO LLC DUBAI, UAE

- Managed and organized company documentation, ensuring accurate filing, version control, and secure storage for easy retrieval
- Implemented and maintained a centralized document management system to streamline workflows and improve accessibility
- Monitored document lifecycles, including creation, review, approval, distribution, and archiving, ensuring compliance with organizational policies.
- Provided administrative support, including scheduling meetings, managing correspondence, and maintaining office supplies inventory.
- Prepared detailed reports, presentations, and documents to support management and operational decisions
- Coordinated with various departments to collect, validate, and distribute documents related to projects, compliance, and quality assurance

## CONTACT

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Nationality: Indian

Visa Status: Visit Visa

## EDUCATION

### B.COM (FINANCE AND TAXATION)

University of Kerala

## TECHNICAL SKILLS

Microsoft Office Suite

Document Management Systems

Employee Performance Tools

## EXPERTISE

Attention To Details

Decision Making

Document Management

Calendar Management

Vendor negotiation

Invoice handling knowledge

Customer service skills

Effective time management

Upselling and cross-selling