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| Sofiya Salim |

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# Profile

To be part of a growing and reputed organization, which provides many opportunities for me to utilize my knowledge and skills and thereby, contributing to the success of the organization and thus leading to my professional and personal growth.

# Experience

**ADMINISTRATIVE ASSISTANT**

**Three Dots Trading & Contracting W.L.L-** Old Airport Road, Qatar (June 2023-April 2024)

* Answer, screen and forward incoming phone calls.
* Management of ERP Software.
* Provide basic and accurate information in-person and via phone/email.
* Receive, sort and distribute daily mail/deliveries.
* Preparation of quotations.
* Equipment records and log of equipment service dates
* Initiate equipment service requests as needed.
* Assist with typing up and distributing work orders and schedules to staff.
* Provide daily administrative support for project management, field operations team and project owner.
* Maintain calendar for Assistant Community Manager and schedule/confirm appointments.
* Provide daily administrative support for project management, field operations team, and project owner.

**ADMINISTRATIVE ASSISTANT**

**KMEA Arts & Science College -** India(December 2019 – December 2022)

* Maintain a secure, complete, and accurate record of students’ academic record.
* Provided clerical support to one department administrator and five other related specialists and staff members.
* Management of University portal.
* Document preparation of students for university.
* Management of ERP software.
* Managing Data entry works related to the admission process.
* Processed purchase orders and managed office supplies.
* Greeted visitors sorted and prioritized mail and handled other reception duties.
* Work with the HR department to facilitate recruitment drives, including setting up
* Calendar management, scheduling of appointment, arranging rooms, conference calls and video conferences.

**BUSINESS DEVELOPMENT & ADMIN ASSISTANT**

**PayCommerce Pvt.Ltd -**Infopark India(April 2017- February 2018)

* Provide operation support for Team lead /Assistant Manager like Transaction services, Cross border transaction services management.
* Maintained relationships with drop ship vendors through online support.
* Virtual support – Managing online merchant portal.
* Performed various administrative and development tasks including indexing and document import procedure.
* Participating & Preparing notes when calls with international clients.
* Worked closely with operational team lead to improve the daily workflow and reduce the customer issues.
* Preparing databases for all the customers.
* Maintain proper filing system for customer documents. (Electronic & Hard files)
* Technical support, ZOHO management.

# Education

## MASTER OF BUSINESS ADMINISTRATION | June 2015 | CHRIST COLLEGE, THRISSUR

## Bachelor of ENGINEERING | SEPTEMBER 2012 | METS ENGINEERING COLLEGE, MALA,THRISSUR

# Skills & Abilities

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| * ERP Applications * Proficient in MS Office * Excellent interpersonal and communication skills | * Work Under Pressure * Problem Solving * Microsoft Outlook |