

RESHMA SETHUMADAVAN

Address : Villa 50, Al Qusais Residential Area 3, Dubai – UAE

To secure a challenging position in a reputable organization which will provide me ample opportunities to grow and to create and maintain a long-term association with the organization

EDUCATION AND QUALIFICATIONS

M.A. English Literature, Annamalai University, Chidambaram, India - 2015
B.A. English Literature, Annamalai University, Chidambaram, India - 2005

PERSONAL INFORMATION

Date of Birth: 07/09/1981

Marital Status : Married

Visa Status : Employment Visa

Visa Expiry : 10/09/2024

Mobile & Whatsapp
+971-581650717

Email- isaacreshu@gmail.com

LANGUAGES:
English, Malayalam, Tamil & Hindi

SKILLS

MS Office

Attention to details

Database Management

Excellent time management & communication skills.

Ability to maintain confidentiality of company information

WORK EXPERIENCE

Office Secretary **Jun 2018 – Till Date**

National Security Guards & Prokleen Services LLC, Dubai - UAE

Welcoming visitors and clients answer phone calls and redirect them when necessary.
Responding to emails and manage the daily/weekly/monthly agenda.
Arrange new meetings and schedule appointments
Prepare letters, reports, correspondence, meeting minutes, memos and forms
Book travel arrangements and calendar events for higher staff
Prepare and order office supplies whenever required.
Maintain an effective filing system to keep a record of clients,
Supporting the HR department in recruitment process, generating the new employee ID, updating the staff profile details, maintaining the files of employee records, including annual leave and sick leave.
Conducting orientation program and briefing to new employees.
Investigate complaints brought forward by employees by coordinating with the site supervisors and solving the problems.
overall activity of the day to day Operations of the Company.

Admin Manager **Mar 2017 - Jan 2018**

Manchester International School, Tamilnadu - India

Over all planning and coordinating with the development and implementation of management new plans.
Manage the whole school administrative function and oversee the admission, recruitment, and other admin departments etc.
Ensure the safe maintenance, security the school premises and day to day operations of the School.
Ensuring the admission process by coordinating with Head Admission.
Interviewing the candidate and allocating the staff responsibilities by Coordinating with the Academic Coordinator/HR Manager.
Monitoring the staff performance, manage schedules, deadlines etc
Approving the leave to staff when needed.

The Indian Public School, Tamilnadu - India

Admission Coordinator **Dec 2008 to Mar 2017**

As an Admission coordinator proficient in public relations and interacting with Parents as customers.
Hands-on experience in handling pre & post admission screening, school tour process and other related admission procedures.
Generating the MIS reports, filing, archiving Student records and maintaining them for the future requirements.

	Skilled at the activities & maintaining the admissions procedure to be follow in other six campuses, Pan India and one location at USA, Los Angeles, Malaysia, Italy & suburbs. Maintain clear, open channel of communication and other duties as assigned with the Chairman /Principal. As stakeholders, organize the procedure for newly admitted students to enter school and dorm.
	Team Leader **Dec 2006 to Nov 2008**
	Hermetic Business Solutions - VODAFONE OBCC - Tamilnadu - India
	Managing the team members and giving instruction to follow call center "scripts" when handling different topics. Identifying the issues within the team and providing solutions. Audit the on daily basis to raise the standard of the effective calls. Frequently attend seminars from corporate office to improve knowledge and performance level. Meet personal/team qualitative and quantitative targets. Training the team with Strong phone and verbal communication skills along with active listening. Keep records of all conversations in our call center database. Familiarity with CRM systems, understand all organization's products, services, procedures and guidelines and communicate same to all team members.

DECLARATION : I hereby declare all the testimonials furnished above are true to the best of my knowledge

Your's Faithfully, Place: Dubai - UAE

S.RESHMA