

**AJINAS KARUNGAL**

**DOHA - QATA :**

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## **Objective**

- With over seven years of experience as an administrative assistant and computer operator. I have ability to tackle all administrative problems with a fresh outlook. Excellent grasp of office management system and good typing skills combine with excellent leadership skills, to excel through creative ideas and smart work and attain a respected position in an organization with growth opportunity.

## **Profile Snap Shot**

- JULY 2011 - Oct 2019 experience in Banking Administration (Dispatch) in Doha Bank under Qatar Post.

## **Educational Qualification**

- **Certified Professional Accountant (CPA)-Manual Accounting & computerized Accounting**
- **Diploma in MANUAL ACCOUNTING** (Specialized in Trading, Manufacturing & Non-Trading)
- **Advanced Diploma in Computerized Financial Accounting** (Tally, Peachtree, QuickBooks)
- **Kerala HSE Board - 2005**
- **High School Kerala State Board - 2003**

## **Professional Experience**

**Name of Employer : Alpha Point Trading - Qatar**

**Position : Admin Executive**

**Period : April 2022 - Present**

## **Roles and Responsibilities**

- Act as the point of contact between the executives and internal/external clients.
- Undertake the tasks of receiving calls, taking messages and routing correspondence.
- Handle requests and queries appropriately.
- Maintain diary, arrange meetings and appointments, and provide reminders.
- Make travel arrangements.
- Take dictation and minutes and accurately enter data.
- Monitor office supplies and research advantageous deals or suppliers.
- Produce reports, presentations, and briefs.
- Develop and carry out an efficient documentation and filing system.

**Name of Employer** : **Qatar Airways**

**Position** : **Clerical Staff**

**Period** : **Nov 2021 to Mar 2022**

- Provided excellent service to customers through telephone, focusing on optimizing customer satisfaction in every interaction.
- Handled responsibilities including making new reservations and changes to existing reservations.
- Quoted correct fares, rules of carriage, and managed issuance/re-issuance of tickets.
- Processed refunds efficiently to ensure customer satisfaction.
- Supported E-commerce and Frequent Flyer Program activities.

**Name of Employer** : **Qatar Post**

**Position** : **Clerical Staff**

**Period** : **July 2011 to Oct 2019**

## **Roles and Responsibilities**

- Process all the incoming & outgoing mail: collection, sorting, delivery and dispatch of incoming and outgoing mail to and from departments and branches.

- Follow up and give the timely service for the requirements.
- Sending registered and normal mails to customers through Q-post.
- Doing online registrations for couriers for both document's & non-documents' dispatching to overseas branches companies & personal
- Coordinating with branches and departments for the same
- Organize and maintain filing of all documents, receipt acknowledgement.

### **IT Skills**

- Microsoft Office (Word, Excel, PowerPoint)
- Tally, Peachtree

### **Strength**

- Analytical /Creative Approach, Confidence, Hard work, Truthful

### **Personal Skills**

- Good academic record, Rapid learner with the strong grasping approach.
- Positive attitude, punctuality, self-confidence and co-operative.
- Self- motivated and as a team player delivering results under pressure.

### **Personal Details**

Date of Birth : 17-04-1988

Gender : Male

Nationality : Indian

Passport No. : P6217792

Marital status : Married

Language : English, Arabic, Hindi & Malayalam

**Driving License : Valid Qatar Driving License**

I hereby declare that the information given above is correct to best of my knowledge.

**Ajinas Karungal**

**DOHA - QATAR**