

CURRICULUM VITAE

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Profession: ADMIN ASSISTANT
Date of birth: 22/05/1996
Address: Doha Qatar
Nationality: Indian
Visa Status: Work Visa
Availability: Immediately



OBJECTIVE

To seek suitable employment related for my work experience and qualifications, also to use my knowledge and skills to work for the betterment of the firm while developing my career path. Mt career goal is to reach a higher position in my field of work but enhancing my skills to the best of my ability, and to maintain a good name in the company which will always worth my effort

PROFESSIONAL EXPERIENCE

ADMIN ASSISTANT (COVID DEPARTMENT) IN HAMD MEDICAL CORPORATION DOHA QATAR

JAN 2019 – 2022

KEY RESPONSIBILITIES:

- ✓ Making Encounters & Creating New HC Numbers.
- ✓ Making the Patient's Quarantine facilities.
- ✓ Managing incoming calls and customer service enquiries.
- ✓ Modify Encounters, Bed Transferring, and Customer service.
- ✓ Collecting the Passengers Data's & modifying the encounters.
- ✓ Discharging the patients & transferring the patients.
- ✓ Maintain a positive, empathetic and professional attitude towards Customers at all times.
- ✓ Responding promptly to customer inquiries.

- ✓ Communicating with customers through various channels.
- ✓ Acknowledging and resolving customer complaints.
- ✓ Processing orders, forms, applications, and requests.
- ✓ Keeping records of customer interactions, transactions, comments and complaints.
- ✓ Communicating and coordinating with colleagues as necessary.
- ✓ Ability to stay calm when customers are stressed or upset.
- ✓ Comfortable using computers.
- ✓ Experience working with customer support.
- ✓ Providing feedback on the efficiency of the customer service Process.
- ✓ Managing a team of junior customer service representatives.
- ✓ Ensure customer satisfaction and provide professional customer Support.

ADMIN ASSISTANT IN BRIGHT ENGINEERING W.L.L DOHA QATAR

MAR 2017 – JUN 2018

KEY RESPONSIBILITIES:

- ✓ Manage large amounts of incoming calls.
- ✓ Generate sales leads.
- ✓ Identify and assess customers' needs to achieve satisfaction.
- ✓ Build sustainable relationships and trust with customer accounts through open and interactive communication.
- ✓ Provide accurate, valid and complete information but using the right methods.
- ✓ Meet personal/customer service team sales targets and call handling quotas.
- ✓ Handle customer complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.
- ✓ Keep records of customer interactions, process customer accounts and file documents
- ✓ Follow communication procedures, guidelines and policies.
- ✓ Take the extra mile to engage customers.

Education:

- ✓ **DIPLOMA IN CIVIL ENGINEERING- (2014-2017)**
University of Technical board Kerala, India
- ✓ **TRAINED AS QA/QC IN CIVIL ENGINEERING 2017**
- ✓ **HIGHER SECONDARY SCHOOL CERTIFICATE –(2012-2014)**
Government of Kerala General Education Department, India
- ✓ **SECONDARY SCHOOL CERTIFICATE –(2010-2012)**
Government of Kerala General Education Department, India

Projects:

- **Main Project: “Fly Ash in Geotechnical Engineering”**

Professional Qualification & Skills:

- ✓ **Background encompasses extensive professional experiences** utilizing a strong work ethic and a commitment to carting out organizational objectives in an efficient timely manner.
- ✓ **Technical skills:** Having good Experience in detail engineering documents review, Quality control, Inspections and Text plan, Method Statement, ITP.
- ✓ **Social skills:** Proven organizational time, management and communication (verbal and written) skills; positive attitude – brings enthusiasm to daily tasks; self-motivated; hardworking and behaving with integrity and professionalism in a corporate environment; skilled at multi-tasking; highly responsible.
- ✓ **Software skills:** computer proficient and well versed in Microsoft Office software (Word, Excel, & Power point), AutoCAD, Photoshop, CorelDraw, reports and schedule, material submittals, and other related for engineering documentations.

Languages:

- **English: Fluent**
- **Hindi: Fluent**
- **Arabic: Fluent**
- **Malayalam : Fluent**