



NIGHAT PARVEEN AGWAN

Receptionist

Dedicated and adaptable professional seeking to leverage strong communication, analytical, and supervisory skills to efficiently manage front desk and office operations, while maintaining a positive attitude and fostering a professional atmosphere.

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📞 +971555024265



TECHNICAL SKILLS

Microsoft Office Suite
Word, Excel, PowerPoint

Customer Relationship Management (CRM) Software
Win HMS

Email Management
Gmail

Presentation Tools
Google Slides

Data Entry
Google Forms



SKILLS

Excellent communication and presentation abilities

Proven leadership and supervisory skills

Strong problem-solving and decision-making capabilities

Goal-oriented with a focus on achieving results

Ability to thrive in fast-paced and challenging environments

Commitment to meeting deadlines and maintaining professionalism



LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Arabic
Limited Working Proficiency



WORK EXPERIENCE

Office Assistant

Fair Group of Companies, Dubai

02/2024 - Present

UAE

Achievements/Tasks

- Coordinate administrative tasks such as managing correspondence, scheduling appointments, and handling inquiries.
- Assist in organizing and maintaining office supplies and equipment.
- Support office staff in various administrative tasks to ensure smooth operations.
- Assist in preparing and editing documents, presentations, and reports as needed.
- Collaborate with team members to facilitate efficient workflow and achieve organizational goals.

Receptionist

Hotel Vista Apartment, Dubai

12/2023 - 01/2024

Achievements/Tasks

- Greeted guests warmly and provided them with information about hotel services and amenities.
- Managed reservations, check-ins, and check-outs efficiently.
- Handled incoming calls, transferred them to appropriate departments, and took messages when necessary.
- Responded to guest inquiries and resolved issues or escalated them to the appropriate personnel.
- Assisted with administrative tasks such as sorting mail and filing documents.

Store Manager

Noble Trading Company, Indore, India

05/2021 - 10/2023

Achievements/Tasks

- Oversaw all aspects of store operations, including inventory management and customer service.
- Developed and implemented strategies to optimize store performance and achieve sales targets.



INTERESTS

Travelling

Baking

Make Up Artist



WORK EXPERIENCE

Customer Relationship Executive

Amazon, Indore, India

03/2018 - 11/2019

Achievements/Tasks

- Assisted customers with inquiries, product information, order placement, and issue resolution via various communication channels such as phone, email, and chat.
- Handled escalated customer concerns with empathy and professionalism, striving to achieve satisfactory resolutions.
- Maintained accurate records of customer interactions and transactions using CRM software.

Business Analyst

Capital Via Global Research Limited

05/2017 - 01/2018

India

Achievements/Tasks

- Prepared summary reports and presentations based on research findings and analysis for review by senior team members.
- Presented research findings and investment recommendations to internal teams and external clients, effectively communicating complex concepts in a clear and concise manner.
- Participated in meetings with company management, industry experts, and regulatory authorities to gather information and insights relevant to investment decisions.

Receptionist

Hotel Elegant Classique (Hospitality), Indore, India

02/2016 - 04/2017

Achievements/Tasks

- Responded to guest inquiries regarding hotel facilities, services, and local attractions.
- Assisted guests with special requests and ensured their needs were met promptly and efficiently.
- Maintained a neat and organized reception area, including handling mail and keeping records up to date.



EDUCATION

Bachelor of Commerce

DAVV, Indore, Madhya Pradesh

Higher Secondary (12th Grade)

Little Flower Higher Secondary School

High School (10th Grade)

Little Flower Higher Secondary School