

PERSONAL STATEMENT

Versatile and dedicated Administrative Assistant with strong organizational skills, in-depth knowledge of office policies and procedures, and a proven ability to manage multiple tasks efficiently. Adept at supporting senior leadership, streamlining office operations, and maintaining confidentiality in fast-paced environments

KEY SKILLS & EXPERTISE

- Communication & Interpersonal Skills
- Multitasking and Time Management
- Office Administration and support
- Leadership and Decision making
- Client Communication and Coordination
- CRM & Database Management

WORK EXPERIENCE

BRIGHT ENVIRONMENTAL LLC- JMSINVESTMENT, SHARJAH, U.A. E.  
ADMIN ASSISTANT    NOV-2022-OCT-2024

- Warmly greeted clients, visitors, and vendors, creating a positive first impression.
- Provided accurate information on property leasing, sales, and inquiries via in-person, phone, and email communication.
- Managed incoming/outgoing mail, courier services, and deliveries, ensuring timely distribution.
- Logged and addressed maintenance requests and service complaints to ensure tenant satisfaction.
- Coordinated between sales, maintenance, and accounts teams for smooth daily operations.
- Scheduled and coordinated meetings, appointments, and property visits, handling logistics and documentation.
- Managed preventive and reactive maintenance schedules, ensuring compliance with SLAs.
- Prepared monthly reports, snag lists, and move-in/move-out documentation.
- Tracked task progress and provided operational status updates to management.
- Collaborated with procurement, accounts, and compliance teams for seamless workflow.
- Supported procurement activities, liaising with vendors and following up on deliveries.
- Ensured compliance with safety standards, building regulations, and company policies.

MAJID AL-FUTTAIM –CARREFOUR    DUBAI  
ADMIN ASSISTANT –E-COMMERC    JUN 2019- AUG-2022

- Assisted customers with order deliveries, returns, and exchanges, ensuring excellent service via email and phone.
- Managed daily inventory operations, stock alignment, and order fulfillment coordination.
- Tracked dispatched orders and followed up on COD payments to maintain smooth cash flow.
- Identified and resolved operational challenges to improve turnaround time and service quality.
- Coordinated with Sales, Marketing, and Logistics teams to streamline communication and enhance customer experience.
- Maintained accurate product listings and updated website content for new arrivals and promotions.
- Generated regular sales, inventory, and operations reports for management review.



JANCY VARGHESE

JOB TITLE

Administrative Assistant

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United Arab Emirates

EDUCATION

HOSPITALITY MANAGMENT

DIPLOMA IN HOTEL MANAGMENT (3 Years)

12TH GRADE –COMMERCE

CERTIFICATES

CERTIFICATE IN CX INCUMBENT

(Majid Al futtaim)

MCST (India Options)

OFFICE AUTOMATION

(St. Anglos. Mumbai)

DCA (Eden Institute)

LANGUAGE SKILLS

- ENGLISH    ●●●●●
- HINDI    ●●●●●
- MALAYALAM    ●●●●●

**CYBERTECH INSTITUE KERALA, INDIA**

**FRONT OFFICE ADMIN      JULY 2015- APRIL 2019**

- Warmly welcomed students, parents, staff, and visitors, creating a professional front desk experience.
- Answered incoming calls, responded to inquiries, and directed calls to appropriate departments.
- Scheduled appointments, parent meetings, and student consultations.
- Maintained student attendance records and updated databases accurately.
- Handled incoming and outgoing mail, courier services, and official correspondence.
- Assisted in managing classroom and event bookings, preparing meeting rooms as needed.
- Supported administrative staff with filing, document preparation, and data entry tasks.
- Ensured the reception area was clean, organized, and stocked with necessary materials.

**CROWN -MELBOURNE-(ASH). AUSTRALIA**

**HOSPITALITY TEAM LEADER      FEB 2008 - MAR 2015**

- Supervise, train, and motivate a team of hospitality staff to deliver excellent customer service.
- Schedule shifts, assign tasks, and manage workloads to ensure smooth operations.
- Conduct regular performance evaluations and provide constructive feedback
- Greet and welcome guests, ensuring a positive first impression. Address guest inquiries, requests, and complaints promptly and professionally.
- Oversee daily operations of the front desk, housekeeping, and food and beverage services.
- Ensure all areas are clean, well-maintained, and fully stocked with necessary supplies service quality.
- Conduct regular inspections and audits to ensure compliance with health and safety regulations.

**SOFTWARE**

MS Excel Advanced	Windows 10 Advanced
MS WORD Advanced	SQL/.Net language Advanced
MAGISTOR Advanced	

**AWARDS & ACHIEVEMENTS**

**Outstanding Order Fulfillment Recognition –**  
Achieved 100% on-time order dispatch for 3 months.

**PERSONAL DETAILS**

PASSPORT: INDIAN  
  
VISA: VISIT VISA  
  
VISA EXPIRES: 23-06-2025

**HOBBIES**

