



NAFEESATHUL MISIRIYA M M

Details

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- Mammasrayillath, Moosa P.O. Box, 444001
- Dubai, UAE

Education

MASTER OF SOCIAL WORK (MSW) | 2020-PURSUEING

Indira Gandhi National Open University

BVOC TRAVEL TOURISM AND HOSPITALITY MANAGEMENT | 2015 - 2019

Calicut University

Certification

Airline Cabin Crew
AEROSPACE AND AVIATION SECTOR SKILL
COUNCIL (AASSC)

Professional Skills

- Office Administration
- Customer Service
- Inventory Management
- Data Entry
- Record Keeping
- In-flight Service
- Passenger Safety
- Emergency Protocols
- Communication
- Time Management
- Team Collaboration
- Problem Solving
- Adaptability
- Multitasking
- Conflict Resolution

Profile

Versatile and service-focused professional with over 5 years of cross-functional experience in administration, customer service, front office operations, and inventory control across healthcare, hospitality, retail, and NGO environments. Proven ability to manage administrative workflows, maintain accurate records, support daily operations, and deliver high-quality customer care in both high-pressure and service-oriented settings. Successfully completed the Airline Cabin Crew training program under the Aerospace and Aviation Sector Skill Council (AASSC), gaining skills in in-flight service, passenger safety, and hospitality standards. Known for strong interpersonal communication, attention to detail, time management, and a proactive approach to problem-solving. A dependable team player committed to providing excellent support and ensuring smooth organizational operations in any role or industry.

Experience

ADMINISTRATOR / RECEPTIONIST / INVENTORY CONTROL

AL MADINA GROUP, DUBAI

2024 – Present

- Warmly welcomed visitors and clients, ensuring a professional and friendly first impression at the front desk.
- Managed daily administrative tasks, including correspondence, document filing, and office supply coordination to support smooth office operations.
- Monitored and maintained inventory records, ensuring optimal stock levels, timely replenishment, and zero stockouts.
- Handled incoming calls and scheduled appointments, providing prompt and courteous customer support.
- Coordinated with internal departments and suppliers, ensuring accurate and on-time delivery of goods and materials.
- Successfully reduced monthly inventory discrepancies by 25% through improved tracking systems and regular audits.

CUSTOMER CARE ASSOCIATE

AMALA INSTITUTE OF MEDICAL SCIENCES

2023 – 2024

- Provided prompt and compassionate assistance to patients and visitors, ensuring a positive and supportive experience.
- Handled patient registration, appointment scheduling, and follow-ups with accuracy and efficiency.
- Resolved inquiries and complaints courteously, escalating complex issues to the appropriate departments when necessary.
- Maintained patient records and updated databases to ensure accuracy and compliance with hospital policies.
- Enhanced patient satisfaction scores by 30% within 6 months through improved communication and service follow-up practices.

CUSTOMER SERVICES

CROWN PLAZA KOCHI (5 STAR HOTEL)

2022 – 2023

- Delivered exceptional guest service by assisting with check-ins, reservations, and special requests to ensure a seamless experience.
- Addressed guest concerns and inquiries promptly, maintaining a high level of satisfaction and professionalism.
- Coordinated with housekeeping, concierge, and food & beverage teams to ensure timely and quality service delivery.
- Improved guest satisfaction ratings by 20% in one year by enhancing response time and personalizing guest interactions.

Computer Skills

- MS Word
- MS Excel
- MS PowerPoint
- Gravity software

Personal Details

Date of Birth : 08/01/1998

Nationality : Indian

Gender : Female

Marital Status : Married

Passport No. : V7179738

Languages

- **English** – Fluent
- **Malayalam** – Native
- **Hindi** – Conversational

OFFICE ASSISTANT

INSTITUTE OF PALLIATIVE MEDICINE (IPM)

2020 - 2021

- Assisted in daily administrative tasks, including filing, photocopying, and data entry to support smooth office operations.
- Maintained accurate records and documentation of patient files and organizational data.
- Managed incoming and outgoing correspondence, including emails and physical mail distribution.
- Supported staff and medical personnel with logistics, documentation, and internal coordination.
- Ensured cleanliness and organization of office spaces, maintaining a professional environment for staff and visitors.
- Improved document retrieval efficiency by **40%** through systematic reorganization and digitization of patient records.

OFFICE ASSISTANT

CHILDLINE, KOZHIKODE

2019 – 2020

- Assisted with preparing reports, maintaining case files, and organizing confidential documents.
- Coordinated communication between field staff, social workers, and administrative teams.
- Managed inventory of office supplies and ensured availability of essential materials for field operations.
- Scheduled meetings, maintained calendars, and supported event arrangements for awareness programs.
- Reduced administrative processing time by 30% through improved file organization and communication follow-ups.



Declaration

Hereby declare that all the details mentioned above are in accordance with the truth and fact as per the knowledge and hold the responsibility for the correctness of the above-mentioned information.

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