



ASWATHY NAGARAJ

OFFICE ADMIN & OFFICE MANAGEMENT & OPERATIONAL SUPPORT

CONTACT

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itaswathy@gmail.com

Dubai, United Arab Emirates

EDUCATION

2007-2011

**GNANAMANI COLLEGE OF
TECHNOLOGY**

- B.Tech Information Technology

2005-2007

CHSS POTHUKAL

- Higher Secondary

SKILLS

- Perfect IT Skills
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Customer Service
- Quick Decision Maker
- Planning & Organizing

LANGUAGES

- English
- Malayalam
- Tamil
- Hindi

PROFILE

Detail-oriented and highly organized Administrative Professional with 8+ years of experience supporting executives, managing office operations, and improving administrative processes. Adept at multitasking, calendar and travel coordination, handling confidential information, and providing excellent customer service. Known for strong communication skills, a proactive approach, and a commitment to maintaining smooth and efficient daily operations. Proven ability to thrive in fast-paced environments while ensuring accuracy and professionalism.

WORK EXPERIENCE

Hadaf Al Khaleej Commercial Services -Dubai

2021- CURRENT

Office Admin & Relationship Officer

- Manage daily office operations and administrative procedures.
- Maintain and organize physical and digital filing systems.
- Handle incoming calls, emails, and correspondence.
- Track and update internal databases and records.
- Help plan and organize office events or meetings.

Emirates India International Exchange- Dubai

2018-2021

Office Admin & Operational Support

- Manage day-to-day administrative tasks to ensure smooth office operations.
- Handle customer inquiries in person, via phone, and email with professionalism.
- Support the operations team in tracking daily exchange rates and updating systems.
- Process data entry for transactions, invoices, and reconciliation reports.
- Assist in staff onboarding and training on office and compliance procedures.

Sutherland Global Service-India

Technical Support

2016-2017

- Provide technical assistance to customers via chat, email, or ticketing systems.
- Troubleshoot hardware and software issues remotely.
- Support software installations, updates, and configuration requests.

Dell Authorised Service Center-INDIA

Service Co-ordinator

2012-2015

- Receive and log customer service requests for Dell products.
- Coordinate with Dell support teams for technical assistance or escalations.
- Communicate with customers regarding service updates, estimates, and timelines.