

SHEELU MARY JACOB

Dedicated office management professional with over **10 years** of experience. Capable of handling a wide range of administrative, technical and executive support task. My greatest strength is the ability to multi task effectively. Computer skill in MS office and other applications

Experience

Office Manager (2015 to 2018-05)

International Business Centre (IBC), Dubai, UAE

Developed efficiency-enhancing workflow/process improvements that made it possible to accommodate increasing responsibilities necessitated by staff reductions.

Focused on cost cutting by implementing inventory controls and standardizing ordering procedures

Coordinating all office functions and supervising a team of administrative professionals.

Administrative Assistant (2010 to 2015)

International Business Centre (IBC), Dubai, UAE

Became a trusted assistant to Director, executive staff and office manager and earned a reputation for producing high-quality work.

Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.

Assist in resolving any administrative problems.

Served as executive assistant to the management team, functioned as primary liaison to customers and ensured a consistently positive customer experience.

Front office Executive (2008 to 2010)

International Business Centre (IBC), Dubai, UAE

Performed accounts receivable duties, including invoicing, discrepancies and reconciliations.

Provided administrative services, including phone and email correspondence, making copies and handling incoming and outgoing mail and faxes

Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information

In charge -Billing & Documentation (2004-2007)

EVM Honda, Ernakulum

Education

Master of Science (MSc Zoology), Marathwada University, Nanded

Personal Info

Address

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Phone

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E-mail

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Skills

Office Management

Team building & supervision

Report & document preparation

Accounts payable & receivables

Records Management.

Software

MS Office

Languages

English, Malayalam, Hindi & Marathi.

