



NIDHAL S

ADMINISTRATIVE EXECUTIVE

CONTACT

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Dubai

SKILLS

- Advanced Microsoft Excel: Data analysis, reporting, automation
- CRM Systems: Zoho and other customer relationship tools
- ERP Tools: Data entry, management, and reporting
- Multi-Channel Customer Support (Phone, Email, Chat, WhatsApp, In-Person)
- Office Administration & Executive Support
- Reception & Front Desk Management
- Scheduling, Calendar, and Meeting Coordination
- Document Preparation & Data Management
- Internal/External Stakeholder Coordination
- Process Improvement & Problem Solving
- Confidentiality, Professionalism & Attention to Detail
- Content Creation using Canva
- Digital Marketing Support (Meta Ads)

PERSONAL DETAILS

DATE OF BIRTH - 25/12/2002
VISA STATUS-VISIT VISA
VALID UNTIL -13/09/2025
MARITAL STATUS- SINGLE

PROFILE

Resourceful administrative professional with hands-on experience in customer support, office administration, and front desk operations. Skilled in delivering exceptional service, streamlining workflows, and using advanced Excel and CRM systems (such as Zoho) to optimize efficiency. Strong interpersonal and communication abilities, adept at managing inquiries across multiple channels, coordinating with teams, and ensuring smooth daily operations in fast-paced environments. Recognized for attention to detail, reliability, adaptability, and a customer-centric approach.

WORK EXPERIENCE

Hope Rehabilitation Centre-Aluva, Administrative Assistant

2024-2025

- Provided administrative support for daily operations, including document preparation, data entry, accurate record-keeping, and maintaining digital and physical filing systems.
- Managed front desk responsibilities: greeted and assisted visitors, handled appointment scheduling, and ensured a smooth check-in/out process for all clients and guests.
- Served as the main point of contact for incoming communications, responding to phone calls, emails, and chat inquiries from clients, staff, and vendors.
- Supported management and team members in organizing meetings, maintaining calendars, arranging travel, and preparing agendas and meeting minutes.
- Utilized advanced Excel for reporting, data management, and automating administrative workflows to increase office efficiency.
- Maintained and updated CRM systems (Zoho) and ERP tools to ensure all client interactions, business transactions, and inventory records were current and accurate.
- Coordinated with internal departments and external service providers to facilitate document processing, supply orders, and service requests.
- Assisted with office supply management, invoice processing, and basic financial administration tasks as needed.
- Consistently upheld confidentiality, maintained professional conduct, and delivered prompt, customer-focused service to clients and colleagues.
- Assisted in the onboarding process for new staff, preparing administrative materials, setting up workspace essentials, and conducting brief orientations on office systems and protocols.
- Regularly reviewed and improved office administrative procedures, suggesting and implementing changes that enhanced workflow efficiency and reduced processing times.
- Prepared and distributed internal communications, memos, and announcements to keep staff informed of organizational updates and procedures.
- Assisted in creating marketing content and promotional materials, and supported digital outreach efforts to enhance the organization's visibility and engage new clients.

EDUCATION

Yenepoya University, Mangalore

2021-2024

- Bachelor of Clinical Psychology

Yale University

- Managing Emotions in Times of Uncertainty and Stress

University of California

- Emotional and Social Intelligence

University of Minnesota

- Preparing to Manage Human Resources

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Malayalam (Fluent)
- Arabic (Basic)