

KEVIN NELSON

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Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programmes. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

A BRIEF OVERVIEW

• Office Management

• Competitor / Trends Analysis

• Liaising & Coordination

• Payment Collections

• Proposals & Presentations

• Database Administration

• Inspections & Compliances

• Meetings & Reviews

• Complaint Management

• Reporting & Documentation

• Quality Assurance

➤ A dynamic professional with **9 years** of rich overseas and indigenous experienced in Administration.

➤ Functioned as basic point of contact for customers with queries, complaints, feedbacks, requests, etc.

➤ Skilled in managing the overall process delivery operations with key focus on streamlining the Work Flows, SLA's & TAT for enhanced operational effectiveness in coordination with clients.

➤ Comprehensive experience in developing relationships with key decision-makers in corporates, suggesting most viable services & cultivating healthy relations for securing repeat business.

➤ An effective leader with abilities in motivating Sales Executives for greater operational efficiency & promoting cost effective technology & products for professional excellence.

➤ Skilled in managing the given task with in the timeline.

➤ Skilled in developing strong relationship with the clients to support the team for Operational purpose.

ORGANIZATIONAL EXPERIENCE

G4S, Dubai

Since Jun'09

Administrative Support Coordinator – Facility Services

Key Deliverables

- ✓ Coordinating with Operations Managers, Account Manager, camp coordinators, Site Supervisor and Supervisor for day to day operations.
- ✓ Preparing various Business reports daily, weekly & Monthly as per the ISO
- ✓ Liaising with Sales Team for updating the Weekly Sales Reports, Business in pipeline etc.
- ✓ Coordinating with the payroll team for staff salary, EOSB and other payments
- ✓ Verifying the monthly rota with Rostering Officer to make sure that all staff time and attendance are correctly entered in the system.
- ✓ Preparing HRAF for staff salary increment if required.
- ✓ Coordinating with the client for preparing staff Payroll (Huawei Technology LLC)
- ✓ Assisting the Offshore and On shore Finance team for generating the Invoices
- ✓ Archiving of Invoice data according to its categories.
- ✓ Verifying the Invoices
- ✓ Performing relevant duties related to daily payment proposals.
- ✓ Daily monitoring of unapproved Invoices, due dates, and following up with reviewers and approvers to ensure on time payments.
- ✓ Handling Branch petty cash
- ✓ Help, Manage and coordinate the diverse operations of the department of a multipurpose operations.
- ✓ Managing and coordinating with all supervision staff.
- ✓ Sending proposals to the clients as directed.
- ✓ Ensuring all supervisors & Managers daily site visit are upto date.
- ✓ Helping the sales team to prepare the service agreements if required.
- ✓ Perform any additional functions as directed.
- ✓ Coordinating and planning manpower for special Events (Formula 1, Abu Dhabi)
- ✓ Updating and planning Fleet for staff transportation.
- ✓ Coordinating with HSE team for various HSE related staff trainings.

Engineers Office (Transport and Engineering Deptt.), Al Barsha, Dubai
Purchase Assistant

May'08 – May'09

- ✓ Coordinating with Senior Buyer for getting Quotations
- ✓ Generating the LPO
- ✓ Maintaining and updating Fleet record on daily basis
- ✓ Maintaining all the records as per ISO
- ✓ Coordinating with the Finance department for releasing supplier payment

Backlog Data Conversion Project of Roads & Transport Authority, Dubai / Abu Dhabi Court May'07 – May'08
Data Entry Operator

- ✓ Batching
- ✓ Segregating RTA documents as per the given codes
- ✓ Scanning and indexing data's.

HTMT, Chennai
Customer Relation Officer

May'06 – Apr'07

- ✓ Handling all the Customer queries with in the given time.
- ✓ Registering and passing all customer complaints to the backend for taking action
- ✓ Informing the customers on new promotional offers.

Other Highlights

- ✓ **Training undertaken / imparted / awards / recognitions:**
 - Certificate from HTMT for Best Performance.
- ✓ **Major promotional events initiated / specific strategies evolved / key accounts handled:**
 - Worked as Parking Manager in Yas Island, Abu Dhabi for Formula 1.

INTERNSHIP

- ✓ BG and PROPS Modeler in a Short Film: Games and Nature Play: This was undertaken as part the training conducted by Toonz Animation India Pvt. Ltd.

IT SKILLS

- ✓ Conversant with Photoshop.
- ✓ Well versed with Windows, MS Office (Advanced Excel, Intermediate PowerPoint, Advanced Word) & Internet Applications.

ACADEMICS

- ✓ Diploma in Animation from Toonz Animation India Pvt. Ltd., Trivandrum, 2005
- ✓ B.A. – Economics from University of Kerala, 2005.

PERSONAL PROFILE

- ✓ Languages : English, Hindi, Malayalam and Tamil.
- ✓ Address : G4S, P.O. Box 32634, Dubai, U.A.E.
- ✓ Date of Birth : 02-02-1984.
- ✓ Marital Status : Single.
- ✓ Passport No. : F2085597.
- ✓ Visa : Employment
- ✓ Driving License : Nil
- ✓ Nationality : Indian