

FADA FAZIN



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📍 Kerala , India

PROFILE

An experienced IT professional adept at managing diverse responsibilities, seeking opportunities to advance and demonstrate expertise in IT development. Thrives under pressure with strong leadership and time management skills.

SOFTWARE SKILLS

- Power BI
- Python
- Adobe suite
- My SQL
- Photoshop
- MS Office
- Mac OS

EXPERIENCE

E-COMMERCE ADMINISTRATIVE ASSISTANT

SUNSHADE CURTAINS - UAE

2021- 2024

- Offer administrative and support services across multiple business areas, encompassing tasks such as answering incoming calls, managing email correspondence, handling documents, performing data entry, scanning documents, and photocopying materials.
- Handling online inventory management involves receiving items, adjusting pricing, processing returns, and managing defective products.
- Oversee invoice processing and reimbursement claims to maintain precise financial operations
- Proficient in managing personal website for online sales.
- Act as a main contact person for customer issues or complaints , coordinate the addition of products to the e commerce platform , focusing on single items with high sales potential.
- Provide comprehensive administrative support to assigned departments or executives.
- Perform research, collect data, and produce reports to assist with decision-making.
- Manage payroll tasks, including monitoring employee hours and pay rates, calculating overtime, and submitting payroll information.

CORE COMPETENCIES

- Critical Thinking Skills
- Analytical Ability
- Team work
- Active listening
- Team management
- Researching
- Data visualisation

EDUCATION

NANO DEGREE PROGRAM- DATA ANALYTICS

Jobaaj learnings
2023-2024

BACHELORS IN FUNCTIONAL ENGLISH

Kannur university
2018 - 2021

HIGHER SECONDARY SCHOOL

Deenul islam Sabha higher
secondary school
2016 - 2018

HIGH SCHOOL

St. Teresas anglo Indian higher
secondary school
2015 - 2016

CERTIFICATION COURSE

TATA'S ONLINE CERTIFICATION COURSE IN DATA VISUALISATION

INTERESTS

- Travelling
- Photography
- Cooking
- Calligraphy
- Reading

LANGUAGES

- Malayalam
- English
- Hindi

CUSTOMER SERVICE EXECUTIVE

FAAZ DIGITAL COMMUNICATION- KANNUR KERALA
2021

- Input customer and account details, including text and numerical data from source documents, within specified timeframes.
- Conduct extensive data entry tasks using word processing, spreadsheets, databases, or other computer software to manage high volumes of information.
- Establish and maintain a filing system while ensuring the confidentiality of customer information.
- Cultivate enduring relationships and trust with customer accounts through open and interactive communication.
- Oversee social media management responsibilities
- Coordinate and manage office activities and meetings, ensuring effective planning and execution

DECLARATION

The information stated above is true to the best of my knowledge and belief.