



Shemzan Isaac

Executive Administration

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Punjab Colony, Karachi, Pakistan

Summary

"Seasoned Executive Administrator with extensive experience of over five years in the Media Industry. Demonstrates proficiency in various areas including office administration, hospitality operations management, team management, Microsoft Office, public relations and facilities management. Holds a Bachelor's degree in Commerce (B.Com) from Karachi University, providing a strong foundation in business principles. Combines a strong administrative background with a focus on efficiency and effectiveness. Committed to delivering exceptional support and making significant contributions to the success of the organization."

Skills

Vendor Management Skills | Team Work and Collaboration | Public Relations | Problem Solving | Operations Management | Office Administration | Negotiation Skills | Multi Tasking | Facilities Management | Customer Service | Communication (verbal and written)

Experience

Aug 2017 - May 2023

Executive Administration

BOL Media Network, Karachi, Pakistan

- Supervised and coordinated various administrative activities, including general administration, stationary verification, tools, and equipment management, pest control, housekeeping, public relations, and HVAC and other facilities management.
- Managed the repair, maintenance, and replacement of office equipment, furniture, appliances, and building infrastructure.
- Conducted regular housekeeping checks and assigned tasks to administrative assistants to ensure a clean and organized workspace.
- Oversaw vendor management, including the finalization of vendors related to administration, and conducted negotiations to ensure favorable terms and cost-effectiveness.
- Managed the procurement process each month to meet the necessary requirements and ensure timely delivery.
- Reviewed and coordinated the timely payment of monthly bills, such as electricity, telephone, and water.
- Monitored back office operations, including inter-office correspondence, quotations, monthly billing, and payroll.
- Coordinated with the head of department and senior management to carry out assigned administrative activities.
- Assisted the HR department in preparing reports such as the Administrative Staff Daily Attendance Report, Weekly Delay Report, and Absenteeism Report for payroll purposes.

Mar 2017 - Aug 2017

Front desk receptionist

Embassy inn Hotel, Karachi, Pakistan

- Greeted guests warmly, creating a positive first impression.

- Registered guests, assigned rooms, and provided accurate information on rates, amenities, and policies.
- Managed efficient check-in and check-out processes, ensuring accuracy.
- Handled inquiries, requests, and complaints promptly, exceeding expectations.
- Maintained a clean and organized front desk with adequate supplies.
- Answered calls, directed them appropriately, and took messages.
- Coordinated with housekeeping and maintenance for smooth check-in and addressed issues.
- Processed payments and maintained accurate guest records.
- Assisted with reservations and provided local recommendations.
- Collaborated with hotel staff for a seamless guest experience.
- Ensured safety and security procedures were followed.

Apr 2015 - Nov 2015

Business Development Executive

ICM Japan, Karachi, Pakistan

- Conducted outbound calls to promote and sell Japanese used vehicles.
- Build and maintained a customer database, tracking interactions and sales progress.
- Understand customer needs and recommend suitable vehicle options.
- Provided accurate information on vehicle specifications, pricing, and shipping.
- Identified business expansion opportunities in target markets.
- Developed strong customer relationships through regular communication.
- Negotiated and close sales deals, achieving targets and ensuring customer satisfaction.
- Collaborated with internal teams for smooth order processing and delivery.
- Stay updated on industry trends and competitors' activities.
- Prepared persuasive sales presentations and proposals.
- Provided exceptional customer service and address inquiries promptly.
- Meet or exceed sales goals for company growth and success.

Education

- 2017 **Pakistan Institute of Tourism & Hotel Management (PITHM)**
Diploma , Hotel Management
Housekeeping, Front office, Food and Beverage
- 2015 **University of Karachi**
Bachelors in Commerce , Bachelors in Commerce
Accounting & Finance,Economics,Economics and Finance
CGPA: 56/0
- 2012 **St. Patrick's College**
Intermediate/A-Level , Commerce
Accounting & Finance,Economics and Finance,Economics
Percentage: 50%
- 2010 **St. Patrick's High School Saddar Karachi**
Matriculation/O-Level , General Group
Accounting & Finance,Economics and Finance,Economics
Percentage: 58%

Languages

Urdu
Intermediate

English
Expert