



KHUSHBOO NAJE

Operations Coordinator

Experienced operations specialist with a strong academic background in Business Administration and Management. Proven track record in managing complex tasks with efficiency, working in a fast-paced environment, and fostering a positive workplace. Expertise in streamlining processes, budget management, and project coordination to achieve organizational goals.

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📍 Dubai, United Arab Emirates

WORK EXPERIENCE

Administrative Associate

Expo 2020 Dubai

10/2021 - 09/2022

Dubai, United Arab Emirates

Accreditation and Identity Department

Achievements/Tasks

- Successfully managed and coordinated identity and security tasks and requirements for the workforce, resulting in 0% non-compliance.
- Maintained accurate and up-to-date records of identity and access management activities, handling an average of 100 data entry tasks per day.
- Created and distributed reports, memos, and other communications related to department operations, reaching an audience of 20 employees across the organization.
- Responded to inquiries and requests from internal and external stakeholders regarding procedures, policies, and incidents, resolving an average of 20 inquiries per day.
- Achieved a 98% success rate for policy implementation by developing and leading training sessions for new staff members.

Operations Executive

Eman Metal Trading

2018 - 2021

Sharjah, United Arab Emirates

Achievements/Tasks

- Managed daily operations of the organization, including a staff of 15, overseeing their daily tasks, performance, and development.
- Conducted data analysis and research, implementing policies that boosted efficiency by 25%.
- Utilized strong verbal communication skills to negotiate contracts resulting in a 10% decrease in overall costs.
- Managed and completed 90% of projects and secured 80% of new business opportunities independently, utilizing critical thinking and problem-solving skills.
- Managed end-to-end hiring and onboarding of new staff, including recruitment, interviews, and selection.
- Evaluated employee performance and implemented training programs resulting in an increase in productivity and employee satisfaction.

Administrator

Eman Metal Trading

2016 - 2018

Sharjah, United Arab Emirates

Achievements/Tasks

- Provided comprehensive administrative support, including data entry, file management, customer service, scheduling, and document preparation, while ensuring adherence to deadlines, maintaining accurate records, and optimizing office efficiency through process improvements.

EDUCATION

MSc International Business Economics

Technical University Ilmenau

2022 - Present

Ilmenau, Germany

Bachelors of Business Administration

Amity University Dubai - CGPA 9/10

Dubai, United Arab Emirates

SKILLS

Microsoft Office

Administration

Book Keeping

General Accounting

Business Development

ERP Tools

Sales and Marketing

Market Research

Organizational Skills

Creative

Customer Relationship Management

Strategic Thinking

Attention to Detail

Decision-Making Skills

Work Ethics

Presentation Skills

G-Suite Apps

Leadership Qualities

Team Player

Negotiation Skills

CRM Systems

Verbal and Written Communication Skills

People Skills

Office Management

Analytical Skills

Multitasking

Passionate

Public Speaking

Problem-Solving Abilities

CERTIFICATION

IELTS (International English Language Testing System)

BAND 8

LANGUAGES

English

Native or Bilingual Proficiency

German

Elementary Proficiency

Hindi

Full Professional Proficiency

PERSONAL INFO

Indian

UAE Residence Visa Holder

UAE Driving License Holder

Car Owner