

# TOUFIQ ALI KHAN DESMUKH

## OFFICE ADMINISTRATOR

📍 Amman St, Salmiya, KUWAIT 70030

☎ (965) 65123435

✉ taufiqalikhan.d@gmail.com

🌐 INDIAN

### PROFESSIONAL SUMMARY

Highly skilled administrative professional with extensive experience in office management, financial reporting, and human resources procedures. Proficient in Microsoft Office Suite, CRM software, and document control systems. Demonstrated expertise in bookkeeping, accounts payable and receivable, and general ledger accounting. Adept at managing calendars, coordinating meetings, and handling incoming calls. Committed to enhancing operational efficiency through meticulous data entry and inventory management. Career goal: To leverage comprehensive administrative skills to support organizational success and drive continuous improvement.

### WORK HISTORY

06/2015 - Current

#### Office Administrator & Sales Manager

##### Bullet Performance Exhaust System Manufacturing Co. - Shuwaikh

- Consistently met my short and long-term targets
- Handled customer complaints with empathy and composure
- Proactively participated in meetings and helped create new practices
- Answered calls, responded to emails, and spoke with clients face-to-face
- Processed a range of documentation and entered information into databases
- Trained, coached, and supervised new staff members
- Accurately handled large amounts of money on the cash register
- Pitched ideas on how to improve performance and efficiency
- Helped management to identify workflow issues and solutions
- Supervised and delegated tasks to a team of [25] people.

03/2012 - 05/2015

#### Administrative Assistant

##### METAL CENTER CO. W.L.L - Shuwaikh

- Coordinated office operations by handling phone inquiries, managing correspondence and supervising office cleanliness.
- Streamlined administrative processes for increased efficiency in the workplace.
- Expedited document filing system with a new, organised method.
- Managed front desk duties to ensure smooth operation of reception area.
- Organised client meetings, prepared agendas and took detailed minutes.
- Assisted in the preparation of regularly scheduled reports for upper management review.
- Improved customer satisfaction through prompt response to email and phone queries.
- Performed bookkeeping tasks, including invoicing and expense tracking.
- Maintained stock levels to avoid shortages in office supplies.
- Supported accurate record-keeping with proficient data entry skills.
- Submitted timely reports which provided critical updates on various projects.
- Developed accurate sales forecasts for improved strategic planning.

03/2009 - 01/2012

**Sales manager**

**Sharifa Jewellers** - Maliya

- Delivered high-quality products to increase customer satisfaction.
- Achieved increased customer satisfaction by implementing innovative sales strategies.
- Developed robust client relationships for improved business growth.
- Streamlined sales processes to enhance team productivity.
- Managed key accounts, resulting in consistent revenue generation.
- Devised successful sales pitches for significant conversion rates.
- Conducted detailed market analysis to identify new opportunities.
- Optimised sales methods to best engage, acquire and retain customers.
- Supported front-line sales teams with well-coordinated administrative operations.
- Pioneered the implementation of CRM systems for improved data management and customer relations.
- Coordinated promotional campaigns to boost brand visibility.
- Guided team members on best practices in upselling and cross-selling techniques, leading to enhanced customer value proposition.
- Led high-performance sales teams, ensuring achievement of targets.

**SKILLS**

- Microsoft office suite proficiency
- Accounting basics
- Human resources procedures
- Administration support
- Documentation control
- CRM and office management software
- Magneto Software
- NCH Software
- AutoCAD

**EDUCATION**

03/2003 - 06/2006

**Bachelor of Science:** Maths, Electronics & Computer Science  
**Andhra University** - Visakhapatnam, A.P

**CERTIFICATIONS**

Post Graduate Diploma in Computer Application (PGDCA).

**LANGUAGES**

**English:**

**Arabic:**

**Urdu:**

**Hindi:**

**PERSONAL INFORMATION**

- Title: Office Administrator & Sales Manager
- Date of birth: 12/22/85
- Nationality: INDIAN

**HOBBIES AND INTEREST**

- Gym & Playing Cricket