

NOORAIN JAFERKHAN

Human Resource Assistant | Business Analyst | Admin Assistant

CONTACT



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Abu Dhabi



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PROFILE

Detail-oriented and results-driven professional with a strong background in business analysis and a keen interest in human resources. Seeking a challenging role as a Business Analyst cum HR Assistant where I can leverage my analytical skills to support business decision-making processes and contribute to the development and implementation of HR strategies. Eager to utilize my ability to gather and interpret data to improve operational efficiency, enhance employee engagement, and drive organizational success.

KEY COMPETENCIES

HR Operations

New Joining Formalities

Attendance Management

Microsoft office

Recruitment and Selection

Report writing and Presenting

Excellent communication Skills

Requirement gathering

Documentation

Exit Formalities

Employee File Management

Recruitment Coordination

Training Coordination

Employee Record Keeping

Administrative Efficiency Multitasking

Time Management

Teamwork and Collaboration

WORK EXPERIENCE

Business Analyst cum HR Assistant

Cypheron Technologies Pvt.Ltd

JAN 2023 - JAN 2024

- Developed and implemented a streamlined process for gathering business requirements, reducing project delivery time by 15%. Developed and implemented a standardized reporting framework, resulting in improved visibility of key performance metrics and enabling data-driven decision-making at all levels of the organization.
- Assisted project managers in planning and executing various projects, ensuring adherence to project timelines and deliverables. Monitored project budgets, tracked expenses, and prepared financial reports to ensure cost-effectiveness and adherence to financial guidelines.
- Developed business requirements documents and user stories to guide software development projects.
- Provided training and support to end-users on new systems and processes.
- Supported the HR department in recruitment processes, including job postings, candidate screening, and interview coordination.
- Managed project timelines, budgets, and consistently delivered unit-tested systems on schedule.
- Support the HR department in day-to-day operations and projects.
- Act as the point of contact for employees HR related queries.
- Proficiency in MS office (especially Excel, word, and power point).
- Participated in daily stand-up meetings and provided valuable feedback to improve product quality
- Handled phone calls, managed distributed emails and forms to facilitate seamless communication.

Admin Assistant

Cochinwheelz, Kerala, India

JUN 2022 - DEC 2022

- Organized and scheduled appointments efficiently to optimize daily operations.
- Wrote and disseminated emails, maintained contact lists, and managed incoming phone calls.
- Maintained and updated employee data, guaranteeing accuracy and confidentiality in all employment records.
- Monitored and supported employees through personal and professional challenges. Arranging the accommodation for staff and Labors Verifying all invoices and submitting for final approval.
- Recording Employee attendance, leave and Sick Details.
- Distributing Employee Uniform and Safety Shoes Train and develop team members on proper warehouse procedures, safety protocols, and company policies.
- Generate and share inventory reports with management to keep them informed about stock levels and trends.
- Answering phones in a professional manner and routing calls as necessary.
- Receiving, registering, distributing and follow-up on enquiries received.
- Copy scan and store documents
- Coordinate and facilitate training sessions, enhancing employee skills and development.

LANGUAGES

English

Malayalam

Hindi

Tamil

Date of Birth: 12/03/2000

Nationality: India

Passport: Y8831142

Visa Status: Residence Visa

EDUCATION

Professional Diploma in Software Testing. Luminar Techno Lab	2022-2023
Bachelor of Science B.Sc. Mathematics St Teresa's College	2018-2021
Science Bio Math's St Mary's	2016-2018

- Assist customers with inquiries, scheduling appointments, and providing information about services offered.
- Address customer concerns or complaints in a professional and timely manner.
- Manage appointment bookings for car wash services, detailing, and vehicle maintenance or repairs.
- Coordinate with customers to schedule appointments at convenient times and ensure efficient utilization of resources.
- Perform general administrative tasks such as answering phone calls, responding to emails, and handling correspondence.
- Maintain accurate records of customer information, appointments, and service history using software or spreadsheets.
- Assist with inventory management, including ordering supplies, tracking stock levels, and organizing storage areas.
- Monitor cleanliness and appearance of the car wash area, waiting room, and restroom facilities to ensure a pleasant customer experience.
- Provide administrative support to other team members, including technicians, mechanics, and detailers.
- Assist with scheduling and coordinating staff shifts, breaks, and training sessions as needed.
- Distribute promotional materials, update social media accounts, and engage with customers to promote special offers or events.

CERTIFICATIONS

Certification in Business Analysis: Working With Use Cases
Certification in Jira Crash Course
Fundamentals for Agile Projects
Certification in the Complete Business Analysis Fundamentals Course + CERT
Certification in Agile Methodologies
Certification in Agile Scrum Master Training
Certification in Business Analysis Fundamentals

Private Tutoring

JUN 2018 – DEC 2021

- Provide one-on-one or small group instruction to students in specific subjects or areas of study, such as mathematics, science, language arts, or test preparation.
- Tailor teaching methods and materials to suit the individual learning styles, needs, and abilities of each student.
- Assist students with completing homework assignments, reviewing class materials, and reinforcing concepts covered in school.
- Offer guidance and explanations to help students understand and solve problems independently.
- Provide personalized instruction tailored to the individual needs and learning styles of each student.
- Develop lesson plans and teaching materials that align with the student's curriculum, goals, and areas of improvement.
- Provide one-on-one or small group support to students who need additional help with understanding concepts or completing assignments.
- Assist students with using educational technology tools and software, such as computers, tablets, and interactive whiteboards.
- Identify the unique learning styles, strengths, and weaknesses of each student and adapt your teaching approach accordingly.
- Provide personalized support and guidance to help students overcome challenges and achieve their academic goals.
- Offer additional resources, practice materials, and supplementary lessons to reinforce learning and address specific areas of difficulty.
- Prepare students for exams, quizzes, and standardized tests by reviewing key concepts, practicing test-taking strategies, and administering practice tests.
- Assess student performance on practice tests and provide feedback to help them identify strengths and weaknesses.
- Uphold professional standards of conduct, integrity, and confidentiality. Respect students' privacy and maintain confidentiality regarding their academic performance and personal information.
- Evaluate the student's current knowledge, strengths, weaknesses, and learning style to tailor the tutoring approach accordingly.
- Provide personalized, one-on-one instruction to the student, explaining concepts clearly and answering any questions they may have.
- Clearly explain mathematical concepts, theorems, formulas, and problem-solving strategies in a way that the student can understand.
- Help the student prepare for math exams, quizzes, or standardized tests by reviewing relevant material, practicing sample questions, and developing test-taking strategies.
- Develop tailored lesson plans that address the student's needs and learning objectives, covering topics such as biology, chemistry, physics

HOBBIES

Traveling
Cooking
Music
Gardening

REFERENCE

Available Upon Request
