

ABDUL KADER

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SUMMARY

Dedicated and detail-oriented individual with experience providing exceptional customer service and administrative support. Skilled in managing front-desk operations, handling inquiries, and ensuring a welcoming atmosphere for clients and guests. Highly organized and proficient in multitasking in fast-paced environments, with a commitment to professionalism and customer satisfaction. Fluent in English, Hindi, Malayalam, and Tamil.

WORK EXPERIENCE

Admission Counselor, Edify Learning (EdTech Platform)

Sep 2023 - Oct 2024

- Greet and assist clients, teachers, and guests, ensuring a friendly and professional communication experience.
- Guided students through the admission process, ensuring timely submission of applications.
- Schedule appointments, manage event bookings, and maintain day to day affairs.
- Process payments for services and assist with basic bookkeeping duties.
- Support administrative staff with data entry, filing, and maintaining office documents.

Field Investigator, GIFT - IIMAD Kerala

Jul 2024 - Jul 2024

- Conducted field investigation for Kerala Migration Survey - 2023 funded by NORKA (Government of Kerala) and Collected data from 40 households utilising the KOBO Collect Toolbox App.
- Handled different stakeholders of migrants, immigrants, students, and elderly as primary point of contacts.
- Presented research findings to stakeholders, highlighting key trends and recommendations for policy making.
- Analysed migration and demographic pattern and remittance and emigration dynamics.

Co-founder & Operations Manager, CAFE LUCID, New Delhi

Dec 2020 - Apr 2023

- Built and maintained productive relationships with suppliers, vendors, and partners to ensure timely delivery of quality ingredients, materials, and services.
- Streamlined daily operations, optimizing resource allocation, staff scheduling, and inventory management.
- Provided reception and administrative support in a busy environment, managing high volumes of inquiries daily.
- Implemented customer feedback loops to continuously enhance the dining and home delivery experience, leading to a improvement in customer satisfaction scores and increased customer retention.
- Developed and executed a robust social media strategy, increasing CAFE Lucid's online engagement and good rating in SWIGGY and ZOMATO.

Research Intern, Development Channel, New Delhi

Jan 2020 - Oct 2020

- Collaborated with the Development Channel to design and conduct research study on development status of Global South.
- Analysed closely various data related to nations through data collection and data analysis.
- Worked extensively in studying the foreign policy, diplomacy, Geo-politics, humanitarian assistance, economic development, climate change of countries taken up for research.
- Through statistical analysis and data visualisation, presented research finding to organisation on via MS Word and Excel.

Language Instructor, Edforall, Puducherry

Jul 2017 - Dec 2017

- Mentored children of shelter home and orphanage to build an equitable future through a quality education.
- Taught Communicative English to children from Grade I to V, in which majority of children were first generation learners.
- Conducted career awareness programs and talent search program for cognitive development in children.
- Designed and implemented engaging lesson plans to increase student participation, through interactive classes with use of technology.

EDUCATION

BA (Hons) in Political Science

2018 - 2021

University of Delhi *Grade: First Class*

HSE Humanities

2015 - 2017

Tagore Vidyanikethan *Grade: Distinction*

CERTIFICATIONS

Legal Awareness

Sep 2020

Delhi State Legal Services Authority

ACHIEVEMENTS

- Cleared Prelims, Kerala PSC Degree Level competitive exam.
- Sports Captain, Global Public School.
- Participated in State Level Essay competition conducted by SSF Sahityotsav - 2017

SKILLS

- Languages : English, Hindi, Malayalam and Tamil
- Front Desk Management, Appointment Scheduling, Record-Keeping and Filing, Multilingual Communication, Office Equipment Operation, Visitor Management, Basic Financial Transactions.
- Handle incoming calls, emails, and correspondence with clarity and efficiency.
- Budgeting and Expense Tracking and Customer Relationship Management.
- Presentation, documentation and reporting, Working knowledge of MS Word, MS Excel, and MS Power point.
- Time Management, attention to detail, adaptability.
- Intercultural sensitivity and language.