

# NOORA RASHEED

• Administrator and Operations coordinator •  
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## ABOUT ME

Experienced Operations Coordinator and Administrator with a strong engineering background. Proficient in managing operations, fostering stakeholder satisfaction, and ensuring seamless office functionality. Skilled in managing and coordinating with school teachers, students, and parents to ensure smooth educational operations. Adept at collaborating across teams, streamlining processes, and delivering exceptional customer experiences.

## EDUCATION

B.Tech in Electronics and Communication (75%)  
College of Engineering, Thalassery | 2014 - 2018

Higher Secondary Education (90%)  
Govt. Girls Higher Secondary School,  
Thalassery | 2012 - 2014

## EXPERIENCE

- 2022-2024 Administrator and Operations Coordinator - FUTURE INTELLIGENCE**
- Spearheaded strategic marketing campaigns across Instagram, LinkedIn, Facebook, and WhatsApp, increasing engagement by 40%.
  - Organized and conducted online workshops and seasonal camps, achieving a 90% satisfaction rate among participants.
  - Managed communication and coordination with school teachers, students, and parents, ensuring smooth daily schedules and adherence to programmatic goals.
  - Streamlined hiring processes, reducing onboarding time by 25%, and ensured compliance with documentation protocols.
  - Created customized client quotations based on requirements, managing the end-to-end process from invoicing to receipt generation.
  - Developed monthly budget reports using Zoho software, optimizing financial accuracy and reporting.
  - Maintained operational efficiency by collaborating with marketing and operations teams to ensure consistent brand representation.
- 2020-2021 Tele sales Executive - VELOCHE INTERIORS**
- Enhanced customer satisfaction by coordinating with the operations team to ensure timely service delivery.
  - Generated sales leads through outbound calls and proactive customer engagement.
  - Produced comprehensive reports analyzing contracts, budgets, and risk assessments to support decision-making.
  - Managed petty cash and provided administrative support for smooth office operations.
  - Collaborated with clients and contractors to prepare accurate quotations, ensuring alignment with project budgets.
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## **SKILLS**

### **Technical Skills:**

- Social Media Marketing (Instagram, LinkedIn, Facebook, WhatsApp)
- Data Analysis and Reporting
- CRM Software (ZOH0)
- Documentation and Quotation Preparation

### **Soft Skills:**

- Communication and Stakeholder Coordination
- Organization and Time Management
- Project Coordination
- Problem-Solving

## **CERTIFICATION**

- Advanced Diploma in Computer Applications (ADCA)
- Graphic Design Course – Additional Skill Acquisition Programme, Kerala (ASAP)
- LIFE Skills Program – ICT Academy of Kerala
- Workshop on LabVIEW – Conducted by Mr. Jameer Basha, Applications Engineer

## **INTERESTS**

- Operations and Administration
- Robotics
- Content Creation and Social Media Marketing
- IT Support
- Digital Marketing

## **DECLARATION**

I, NOORA RASHEED HEREBY DECLARE THAT THE ABOVE-MENTIONED INFORMATION IS CORRECT UPTO MY KNOWLEDGE

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