

Nilofer Idriskhan

ADMINISTRATIVE ASSISTANT - Data Management, Data Analysis & Office Administration

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SKILLS

- **Administrative Services:** QuickBooks, Record Analysis, MS Suite, Calendar Management, File Management
- **Customer Retention:** Retention Strategies, Customer Data Management, Client Relations, Issue Resolution
- **Technical Support & Issue Resolution:** Troubleshooting, Error & Ticket Resolution, Incident Management
- **Financial & Business Tools:** Invoice Processing, Budget Tracking, Vendor Relations, Financial Auditing

WORK EXPERIENCE

Administrative Assistant

January 2021 – February 2024

Esckimo Corp.

Canada

- Maintained IT staff schedules, managing calendars & time for meetings, conferences, and training, improving team efficiency and reducing scheduling conflicts by 15%, while increasing task completion rates by 25%.
- Acted as the primary liaison for clients and vendors, handling over 100 communications weekly about IT solutions, enhancing customer satisfaction by 30%, and Cutting down response lag by 40% through established processes.
- Developed a centralized file management system for contracts, tickets, and project documentation, decreasing retrieval time by 35%, improving team collaboration by 20%, and ensuring seamless resource access for projects.
- Facilitated with invoicing and payment processing for IT vendors, overseeing \$1M in equipment purchases, reducing billing discrepancies by 15%, and increasing procurement efficiency by 10%, ensuring smooth operations.
- Guided troubleshooting for office IT issues, resolving equipment failures within 24 hours, reducing downtime by 30%, and ensuring uninterrupted operations for 50+ staff members, maintaining productivity and momentum.

Retention Specialist

March 2019 – November 2020

S&P Data

Toronto

- Reduced churn by 15% in one year by analyzing retention trends, segmenting accounts, and executing data-driven engagement strategies to enhance customer lifetime value and boost retention rates across demographics.
- Directed cross-functional initiatives with sales and marketing, optimizing targeted retention campaigns that increased contract renewals by 20%, and created engagement through data-backed communication strategies.
- Resolved 95% of escalated complaints by implementing structured resolution protocols, streamlining workflows, and ensuring issue handling, leading to improved customer satisfaction scores and long term account retention.
- Implemented predictive analytics to identify risk accounts, executed interventions, and retention strategies that increased customer lifetime value by 18%, reducing voluntary cancellations and enhancing service adoption.

Office Assistant

June 2017 – December 2018

Cognizant Technology Solutions

India

- Streamlined front desk operations, greeting 150+ visitors weekly, verifying credentials, issuing badges, and enforcing security protocols, ensuring 100% compliance while optimizing guest flow and workplace access control.
- Managed 50+ calls daily, routing inquiries to 10+ departments, reducing response times by 35%, enhancing coordination, and ensuring communication between executives, employees, clients, and external stakeholders.
- Scheduled and coordinated 50+ meetings monthly, leveraging scheduling software to eliminate conflicts, optimizing executive availability by 40%, and ensuring alignment of organizational priorities with operational efficiency.
- Monitored and replenished \$10K+ in office inventory quarterly, analyzing supply usage trends, negotiating with vendors to cut procurement costs by 20%, and maintaining access to essential resources for all departments.

Data Entry Clerk

September 2015 – June 2017

Cognizant Technology Solutions

India

- Entered logistics data into ERP, ensuring 99% accuracy in shipment tracking, freight scheduling, and carrier coordination, reducing inventory errors by 30%, and improving supply chain efficiency using real-time analytics.
- Verified transport manifests audited consignee details, and updated routing databases, minimizing delivery discrepancies by 25% while ensuring adherence to global shipping regulations, and optimizing transport workflows.
- Coordinated with warehouse teams to resolve shipment variances, using predictive analytics to track goods in transit, reducing lost freight cases by 40% and improving fulfillment accuracy through issue identification.
- Processed import and export documentation, including customs declarations and HS codes, ensuring 100% regulatory compliance while reducing clearance times by 20%, optimizing structured documentation management.

EDUCATION

Bachelor of Engineering - Electronics & Communication Engineering

August 2011 – April 2015

Karpagam Institute of Technology (Anna University), India

CERTIFICATIONS

- **Business English Certificate Preliminary, University of Cambridge ESOL, India**