



SANAKULOV SULTONMUROD

ADMINISTRATIVE MANAGER

CONTACT

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Tashkent, Uzbekistan

EDUCATION

- GRADUATED 2021
SAMARKAND INSTITUTE OF
ECONOMICS AND PEDAGOGY
- Faculty of Tourism

SKILLS

- Document & Records Mgmt
- Microsoft Office Suite
- Process Oversight
- Customer Service
- Problem Solving
- Time Management
- Critical Thinking

LANGUAGES

- Uzbek (Native)
- Russian (Professional)
- English (Intermediate)

PROFILE

Detail-oriented administrative and operations manager with hands-on experience across private-sector service management and university administration. Skilled at organizing document workflows, supervising staff performance, and using direct customer feedback to raise service quality. Known for reliability, precision with official correspondence, and the ability to keep multi-stakeholder offices — from a private company to a university dean's office — running smoothly and accountably.

WORK EXPERIENCE

- Nordic International University** 2023 - PRESENT
Manager Dean
 - Register and log all incoming letters, orders, citizens' appeals, and official documents received by the dean's office, ensuring accurate and timely record-keeping.
 - Prepare and register outgoing letters, orders, references, and other official correspondence issued by the office.
 - Oversee the dean's office document circulation system, tracking incoming and outgoing paperwork from receipt through to resolution.
 - Review and monitor appeals submitted by students, teachers, and citizens, coordinating with relevant departments for timely responses.
 - Act as a key point of contact for administrative queries within the dean's office, supporting smooth day-to-day academic operations.
- "Bekkeldi" MChJ (Private Business)** 2022 - 2023
Manager
 - Monitored employee attendance and punctuality, supporting a disciplined and accountable work environment.
 - Organized and controlled daily work processes and service-employment procedures across the team.
 - Conducted structured interviews with customers to evaluate the quality of service delivered by staff.
 - Used customer feedback to identify service gaps and recommend improvements to management.

KEY STRENGTHS

Document & Records Management
Registers, tracks, and audits incoming and outgoing correspondence to maintain a clear, compliant paper trail.

Service Quality Assurance
Gathers direct customer feedback to identify gaps and recommend improvements in staff performance.

Process Oversight
Monitors day-to-day operations and staff schedules to keep service delivery consistent and on time.

Time Management & Multitasking
Balances multiple administrative workstreams — registration, correspondence, and appeals — without missing deadlines.