

Curriculum **vitae**

**Faiza**

Email: [faiza.246010@2freemail.com](mailto:faiza.246010@2freemail.com) **Visa Status Residential**

**Administration, Hr deportment, , Customer Service, Accounts & Financial Professional.**

**Education :Master of Business Administration Banking and Finance)**

**Profile summary**

I am a well-organized and confident individual who works well as a part of team Or independently. I am self motivated, focused and professional. I thrive no doing my best and have a very good rapport with my colleagues and customers. I work efficiently and make sure all work is completed to a good standard and in no time.

**Work experience:**

British Council (Abu Dhabi) Admin Assistant / Accountant ( 20015—2017)

* Etihad Airways (Abu Dhabi Airport) Customer Service Aviation Security (2012-2015)
* Al mustaqabal al saeed Management L.L.C (Dubai) HR and marketing Manager (Part Time Job)
* Zong Telecommunication Company (Pakistan) Outbound Sales Department Team Leader (2010—2012)

**KEY SKILLS AND COMPETENCIES:**

* Excellent oral and written skills Problem analysis and solving skills
* Great attention to detail Judgment and decision-making ability
* Microsoft Office skills Organizational and planning skills

**Professional Training/course & Experiences**

* **Accounts software- Tally, Quick book/SAP(CRM,ICD) Excel Pivot Table ,Pivot Charts look UP**
* Customer service skill Training
* Training Aircraft search
* Diploma Languages English
* Health &safety
* Telecommunication
* Aviation security operational
* Health &safety
* cctv / engineer

**KEY EXPERIENCE:**

Key responsibilities include but are not limited to:

**Admin & Accountant**

* The ability to work flexibly, prioritizing and handling multiple challenging tasks and ensuring to meet deadlines.
* Ensure a friendly, efficient and courteous service is provided to both internal and external
* Managing accounts payable/accounts receivable, Payroll.
* Daily transaction recording in the Tally system.
* Maintained salary and wages statements.
* Did Entering, matching, batching and coding of invoices.
* Debtor and Creditor reconciliations
* Prepared sales invoice, purchase orders etc. Accounts Payable and receivables reports management.
* Prepared bank reconciliation statement.
* Handled Documentation of various warehouse related activities and took responsibility of all commercial activities and transactions related to warehouse.
* Maintained the Inventory record in system.
* Arranged & managed timely and accurate delivery of goods.
* Knowledge in use of spreadsheets, database, word processing and selected job specific
* Software.
* Ability to keep clear and accurate records and reports.

**Customer service Aviation Security **

* work in Etihad airways as (H.P.T) high profile team with experience Of one year in aircraft, prohibited item search, body search and access control in us fight and check rush tag and Customer service.
* Responsible to Adopt at doing an efficient passenger security check, investigating suspicious activities and creating a safe environment in Abu Dhabi International airport.
* Responsible staff activities to provide customer service and security service for all destinations of US, UK, Australian and Canadian countries flights on Abu Dhabi International Airport.
* Responsible to provide weekly and daily reports for the Airport senior’s management.
* Arranging Meetings, briefing with seniors and juniors for day to day flights operation activities.
* Responsible for inspecting Security staff actives for providing customer Services and security service for US, UK, Australian flights According to National civil aviation program, US homeland security roles and Australian Aviation rules ISARPS (international standard and recommended practices) as a Supervisor.
* Provided liaison between the Airport and TSA authorities..
* Responsible for Cargo, Ramp and Catering safe activities by keeping check up on my staff.
* Received training and got certified in Aviation Customer services, Ramp training ,HPT training, Body screening Emergency First-Aid.

**Team Leader Call Center (Sales Deportment)**

* Responsible to achieve Daily, weekly and monthly sales targets through team and individual basis. Supervision of Telecommunication department & reported to line Manager.
* Monitoring random calls to improve sales quality minimize errors and track call centre staff performance.
* Creating team rotes to ensure the call centre is manned effectively during core hours. Taking calls from members of the public.
* Working evenings, weekends and public holidays in order to meet service requirement. Ensure all service levels for All areas are met.
* Set goals for call center technicians concerning sales and quality metrics. Conduct annual performance evaluations.
* Ensure outbound schedule is accurate and up to date according to lead counts to achieve maximum contact and sale Percentages.
* Familiar with managing the schedules and calendars of senior team members including
* coordinating business appointments, arranging internal team meetings, and booking other

**HR and marketing Executive**

* Talent Acquisition - Advises operational and functional managers with regard to their recruitment and resource requirements.
* Talent sourcing, which includes the entire recruitment cycle from liaising with senior line managers and understanding their staffing needs.
* Screening Cv and conducting interviews, preparing assessments, liaising with external vendors on sourcing talent, interview feedback and managing the offer and acceptance process.
* Receiving and interacting with the visitors.
* Answering and managing incoming calls, arranging meetings and conference calls.
* Drafting correspondence, maintaining files and records.
* Providing other daily support to staff as needed.