**SHEEBA**

**Email:** [**246683@gulfjobseekers.com**](mailto:246683@gulfjobseekers.com)

**CAREER PROFILE & OBJECTIVE**

* An **Administrator / Customer Service Executive** with over 15 years’ experience working with professionals in various organizations within U.A.E.
* Demonstrated excellent communication skills throughout the career, interacting with a diversified multi-national workforce.
* Strong commitment to excellence in customer service.
* Expertise in all aspects of administrative processes with computer skills and organization skills to handle multiple tasks simultaneously.
* Flexible and adaptable to embrace changes, to learn new processes and to blend well with the new environment.
* **A highly reliable and committed individual with an appealing personality; looking forward to be part of a professional & people oriented team; to represent the organization by providing high quality customer service to the clients & to perform duties with utmost sincerity, dedication, expertise and thereby prove to be an asset to the organization.**

**PROFESSIONAL EXPERIENCE**

**DUBAI ALUMINIUM - (DUBAL) April 2008 – August 2015**

**Administrator – Document Controller**

* Provide administrative support to the Document Management Section ensuring that all operating procedures are properly documented and in accordance with the ISO Standards and Quality Management System requirements.
* Responsible for introduction of new procedures, revision or deletion of existing procedures plant-wide by following the entire documentation process from Area Manager’s approval till the final release.
* To ensure that the latest current revision of the procedures are always available online and hard copies distributed plant-wide to the relevant areas.
* Maintain customer service through proper and timely communication with colleagues from different departments that form a multi-national workforce, to ensure that the procedure manuals are updated plant-wide and to assist in the documentation process mainly online through the Sharepoint Document Management System.
* Conduct Internal Audits within the plant to ensure that the actual processes are being carried out as per the standard documented procedures.
* Work intensely on MS office programs especially MS Word and MS Access for procedures documentation.
* Maintain an effective filing system to ensure that all the procedures revisions and relevant correspondences are filed both in soft/hard copies for ready retrieval and reference.

**SEALAND TRADING L.L.C. – DUBAI August 2005 – March 2008**

**Admin Executive**

* Kept books of accounts up-to-date with proper recording of income and expenses.
* Was responsible for all company correspondences through letters, faxes and emails.
* Maintained customer service by proper meet & greet of walk-in customers and handling customer queries through telephone/emails.
* Prepared Purchase Orders and Sales Invoices and maintained proper filing system for all relevant documents.

**MIDDLE EAST BANK – SHARJAH November 2000 - April 2004**

**Customer Service Representative (ICICI Bank – NRI Services)**

* As a Customer Service In-charge, handled all walk-in potential customers by answering their queries and giving detailed information about the NRI services provided by the bank.
* Provided assistance in opening NRI account with ICICI Bank and make remittance through Middle East Bank to ICICI Bank.
* Attended the Home loan scheme cases by collecting all relevant documents to verify the customers’ financial eligibility that provides the benchmark to assess their financial stability for repayment and submit the entire report to the Manager.
* Handled tele-sales by introducing the various bank schemes to potential customers and scheduled appointments for the Relationship Manager with interested customers to build up a new banking relationship with ICICI Bank.

Worked on temporary assignments as Administrator / Customer Service Executive with **System Construct L.L.C. Dubai, European Perfume Works L.L.C. Sharjah and Eastern Trading L.L.C Sharjah**. **1998 - 2000**

**ACADEMIC & PROFESSIONAL QUALIFICATIONS**

* **Diploma in Business Management (DBM)** from ICFAI (Institute of Chartered & Financial Analysts of India) from University of Hyderabad, India (2006 – 2007)
* **Bachelor of Commerce (B.Com)** from Calicut University, India (1996 - 1999)
* **(+2) Higher Secondary Examination with Honors in First Rank** in 1996 from Kerala State Board of Secondary Education from New Indian Model School, Dubai.
* Have successfully completed the DUBAL ISO 9001:2008 series - Internal Auditors Training Course held in 2010.
* Well versed in MS Office Programs with good typing skills.
* Fluent in English & Hindi languages.
* Strong communication, co-ordination, organization and leadership skills.

**PERSONAL DETAILS**

Nationality : Indian

Marital Status : Married

Visa Status : Residence Visa with NOC

Driving License : Valid UAE Driving License