**CURRICULUM VITAE**



**SANA**

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**CAREER OBJECTIVE**

**To join an organization with multicultural environment where I could utilize my potential skills, educational attainment and work experience to contribute to the growth and success of the organization. I want to show my skills and enrich my experience through various exposures that the company would offer. I consider honesty and integrity to my major attributes. I have confidence to do any job what I can.**

**SUMMARY OF ASSETS**

**8+ years’ experience in the field of Service & IT Industry.**

**CHARACTERISTICS & CAPABILITIES**

* **Ambitious and Result Oriented individual with leadership abilities.**
* **Young & Enthusiastic with abilities to learn.**
* **Believe in teamwork with abilities to deal with multi-tasks.**
* **Hard working to achieve the company goals and can meet the deadlines.**
* **Performing under instructions of Superiors as well as motivating the colleagues and juniors.**



**ACADEMIC & TECHNICAL QUALIFICATIONS**

**MBA in Total Quality Management –** Sikkim Manipal University

**BSC in Computers -** Osmania University, Hyderabad

**Certification:** Completed QMS Lead Auditor (ISO 9001:2008) Course & Diploma in Java Technologies from NIIT.

**PROFESSIONAL EXPERIENCES**

**Kongsberg Maritime Middle East Jun 2014 – Present**

**Service Coordinator**

**Key Responsibilities**

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| Coordinate scheduled and “on-call” service jobs, and take actions on all requests within the given time frame. (1st priority).   Register and report activities in the “Service Desk” system and follow up “Open cases” together with service personnel, Technical advisers and Service Managers.   Arrange gate pass/ air tickets etc. as required with input from customer, assigned Engineer, Technical Advisor, Service Managers.   Ensure assigned service engineer is provided with all necessary information for conducting a professional travel and service.   Update service Sales Orders and prepare for invoicing by tallying timesheets, expenses, spares used, and any other charges as applicable.   Ensure prevailing Company guidelines regarding workflow, responsibilities etc. (subject to review by Management without prior notice) are followed.   Gain knowledge about the Customers to give the best possible service.   Analyse the Customers’ needs for service and maintenance.   Actively search for improvements to our customer support functions, and in cooperation with Service and Operation Managers take necessary action to implement.   Assist the Service Managers and Operation Manager in other relevant customer support activities as and when required and handling other administration works. |

**Zabeel International Institute, Dubai Sep’2013 – Nov 2015**

**Trainer(Part time)**

**Key Responsibilities**

I give training in the below Subjects:-

* MS Office.
* Document Controller.
* Human Resource Management.
* UAE Labour Law
* Business Management.
* Executive Secretary & Administrative Assistant.

**Net cracker Technology, Hyderabad Dec’2010 – Aug’2013**

**Internal Auditor cum Document Controller**

**Key Responsibilities**

* Responsible for Quality & Auditing Activities. Also conducting Software Testing, issues raised by clients.
* Successfully Identifying issues, monitoring them and initiating Quality Assurance. Assisting in implementation of Policies and procedures.
* Developing the Internal Audit skills necessary &conducting audits with the define scope. Analyzing the data and taking corrective and preventive action on it.
* Implementing quality management system to include corrective and preventive action and documentation of processes. Created Meeting Minutes.
* Instrumental in developing audit plans and schedules. Pre-planning the audit to minimize disruption of processes and resources while still maintaining the integrity of the audit. Maintaining and updating documents in the intranet and share point sites.
* Assisting Quality Manager in all the Quality related activities. Involved in Reviews, Meetings & Client calls, preparing Daily and Weekly Status Report.
* Identifying Data Resources, tracking Non-conformities & also involved in various Project Management Activities.
* Dexterity in understanding the target process in relation to the overall process. Involved in Collection/Extraction of data and manipulating/formatting data. Involved in External Audit activity in the company.
* Creating SQLs whenever needed for the data extraction from the database. Generating graphs, Charts and report in response to adhoc senior management requests.
* Finding Root Cause Analysis (RCA) of a defect by creating metrics and analyzing further.

**Highlights**

* Participated in the Surveillance Audit and got ISO certified for the company. Created various PM reports.
* Merit of being achieving daily and weekly target set by the company, enhancing profit while minimizing costs and ensuring store compliance with guidelines of the organization.
* Coordinated with staffing issues such as interviewing potential staff, conducting audits, as well as providing or organizing training and development.
* Achieved Spotlighting Employee Excellence Award for the work done in Quality & Tier IV Maintenance in 2011
* Efficiently maintained a suggestion/complaint book for customers to know why they are unhappy and what their expectations are - A gap analysis to see what can be done and then take corrective actions.

**Aspratech Consultants, Hyderabad Nov’2008 – Dec’2010 Administrative Assistant**

**Key Responsibilities**

* Responsible for assisting in data analyzes and reported to an acceptable level, and within acceptable timescales.
* Assisted the CEO in procedural matters pertaining to the smooth administration in the organization.
* Coordinated with the accounts department in smooth flow of funds related to the administrative expenses.
* Dexterity in Collecting, compiling and analyzing data from various databases and performed statistical analyses Drafted and prepared standard and/or ad hoc reports
* Successfully analyzed client requests and provided guidance and technical assistance on obtaining accurate information from the database. Also provided training on data analysis, data management and related topics
* Performed researched and compiled data from various databases and/or sources, conduct studies and perform statistical analyses
* Supervised all client issues and coordinated with managers and supervisors and facilitate in deliverables.
* Administered all data for customer invoices and provide company metrics
* Monitored and organized all client invoices and perform all timely assessment for all payment issues.

**PERSONAL DATA**

**Date of Birth : 22-09-1988**

**Nationality : Indian**

**Religion : Islam**

**Marital Status : Single**

**Languages Known : English, Arabic(Basic), Hindi, and Urdu**

**Driving License :** Valid until 2026