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| **SUMIYYA** **Proactive, self-motivated and dynamic individual targeting roles as Coordinator, Administrator, Customer Support etc. where excellent communication and analytical skills will be fully utilized to improve the organizations efficiency.**sumiyya.340554@2freemail.com +971505891826 |
| Profile Summary |
| Seeking a career in the organization having an environment that encourages continuous learning and provides exposure to new technologies, so as to achieve professional and personal growth along with the growth of the organization. |
| Education |
| * Bachelor’s Degree from Kerala Agriculture University in 2007 with Distinction.
* S.S.C.E from Ansar English School, Kerala.
* A.I.S.S.E from M.E.S Indian School, Doha, Qatar.
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| * Professional Trainings and Associations
* Excellent in Microsoft applications &ERP Systems
* Well versed in JD Edwards
* Agribusiness entrepreneurship project on sericulture

 Soft SkillsChange AgentTeam Player Analytical Collaborator  Communicator  Planner | Areas of Excellence

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| Communication Skills |
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| Interpersonal and organizational skills |
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| written communications |
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| Stress and time management skills |
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| Team Building & Leadership |
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| Coordination skills |
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| Computer Skills |
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| Career Timeline202003-2006**Al JaberEstablishment &Group of Companies**2010-2011**Digital Leads Booster**Since 20162007-2008**Al-Norus International – Doha, Qatar** |
|  Work Experience**Since Mar’16: Digital Leads Booster as Customer Support Executive/Project Coordinator****Key Result Areas:*** Handled customer interactions.
* Identified and evaluated opportunities improving the process and customer experience
* Provided customer service and account management support services
* Analyzed customer needs and made arrangements adhering to company policies
* Handled escalated and upset calls, maintained and updated the outbound call reports
* Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints
* Followed up ensuring relevant actions were taken on clients complaints
* Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications
* Prepared and led meeting between departments.
* Reported developments to Project Manager using spreadsheet reports.
* Identified and worked to remove barriers to successful completion of the overall project, with particular emphasis on resolving issues with subcontractors
* Facilitated and coordinated the work of multiple project teams engaged in the establishment and implementation of new projects to support the Project Manager
* Maintain and update company database
* Managed both customer and account data entry by inputting, reviewing, and updating information on multiple databases while ensuring client confidentiality.
* Generated new clients over the phone and in-person by understanding customer needs and providing appropriate solutions.

 Previous Experience**Apr’10 to Oct’11: Al Jaber Establishment & Group of Companies, Abu Dhabi as** **Procurement Officer****Key Result Areas:*** Knowledge of Procurement, Sourcing, Category Management, Supplier Management, Supply Chain Management, Commercial & Contracts.
* Service Delivery: track record of managing and delivering Sourcing services driving strong customer satisfaction and improving standards
* Budget Management: managed high value budgets
* Worked as part of a team to provide a total sourcing service to the client (Demand Analysis, Supplier Contact, Supplier Selection and Contracting)
* Administer contracts and proposals.
* Initiate supplier contacts, and administer the tender process.
* Contribute to the review of proposals, negotiate prices, select suppliers, analyse trends and orders placements and delivery
* Ensure that all sourcing activity is completed in line with company Policy and Process
* Demonstrable [multiple Category] knowledge of Procurement, Sourcing, Category Management, Supplier Relationship Management, Customer Relationship Management and Supply Chain Management process and procedures, including deep Commercial and contractual experience
* Customer Relationship Management: delivery of positive [measurable] relationships within complex customer structures and client environments
* Supplier Relationship Management: demonstrable experience of leading and managing supplier relationships at all levels.
* Service Delivery: demonstrable experience of managing and delivering Procurement and Sourcing services whilst working within a strong customer satisfaction driven organization that is committed to a philosophy of continuous improvement.

**Dec’07to Dec’08:Al-Norus International – Doha, QatarSecretary cum Document controller** Personal DetailsDate of Birth: 20thAugust 1983Languages Known: English, Arabic, Hindi and MalayalamAddress: Abu Dhabi, UAELocation Preference: UAE CountriesNationality: Indian Marital Status: MarriedVisa Status: Residence VisaDriving License: Valid UAE Driving License |