Sumaiya

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**Strengths:**

* Organized, confident and dependable.
* Able to work individually and in teams.
* Able to multitask effectively and efficiently.
* Able to handle pressure situations

**Academic Qualifications:**

* Pursued **Bachelor’s degree in Business Management** from Sri Siddhartha Institute of Business Management in Tumkur- Karnataka. (2010 -2013)
* Completed **High School CBSE board examinations** from The Indian High School, Dubai, UAE. (2009 – 2010).
* Pursued **Diploma in Passenger Service Agent Course** from ITI Institute in Dubai, U.A.E.[KHDA certified/ UK certification – Scored 95% in the exam.]

\*GALILEO AIRLINE RESERVATION \*TIMATIC \*APEX TICKETING FARES \*CAR MASTER \*HOTEL MASTER \*LEISURE SHOPPING RESERVATION (BASICS)

**Work Experience:**

* **Focus Direct**  **NOV - DEC(2012)**

**Intern Recruitment Consultant**

\* Attracting candidates and matching them to temporary or permanent positions with client companies.

\*Working with client companies, building relationships in order to gain a better understanding of their recruitment needs and requirements.

* **Alpha Phones Trading Company LLC FEB- MAR (2014)**

**Reliever Receptionist**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.

\*Directs visitors by maintaining employee and department directories; giving instructions.

* Responding to incoming emails, transferring calls to the concerned employee & maintaining cleanliness of the reception area.
* **Gulf Research Advisory Services MAR - JUNE (2014)**

**Telephone Surveyor cum Data Entry Operator**

**Telephone Surveyor**:

\*Contacting individuals to be interviewed at home, place of business, or field location, by telephone using online directory & classifieds

\*Asking questions to obtain various specified information, such as person's name, address, age, religious preference, or state of residency to fill the details of the computerized survey on various projects about schools, shopping malls, hotels, hospitals, etc.

**Data Entry Operator**:

\*Compiling, recording, filtering and coding results / data from the survey, using computer software for addition & deletion of certain survey forms & questions.

* **Axis Marble FZE** **SEP - OCT (2014)**

**Reliever Admin Assistant**

* Managing and distributing information within the office & to the concerned employee.

\*Answering phones, taking memos and maintaining files of the office & managing director.

* In charge of sending and receiving correspondence, as well as greeting clients and customers.
* **Hong Kong Trade Development Council**  **JUNE - SEP (2015)**

**Telemarketing Agent**

* Reading script over the telephone describing the travel packages offered, hotel sponsorship provided as well as Visa Grants to the customers attending the exhibitions held at Hong Kong.
* Following up with the customers mentioned in the database in order to inform them of invitations sent for the exhibition & knowing their valuable response.
* Preparing report on the calls made to customers per day & sorting them as to be followed back in case of no response.
* **Compass Financial Solutions LLC** **DEC (2015) – JAN (2016)**

**Reliever Front Office Executive**

\*Receiving & transferring calls; sending emails, letters, memos and supervise other official activities to the concerned department employees.

-Retrieving information form MIS and delivered information to directors whenever required.

-Demonstrating proficiency in composing written communications such as emails, memos, courier forms, drafts, etc.

-To behave in a best possible ways with the visitors in the company.

* **Sutherland Global Services** **AUG – NOV(2016)**

**Management Trainee - Skip Trace Role**

\*Tracing skips for concerned collection team of DU telecom by searching the city and telephone directories, and street listings, and inquires at companies.

\*Calling customers to verify their details, in case of no response from the particular customer calls made to former neighbors, stores, friends, relatives to elicit information pertaining to whereabouts of skips.

\* Transferring calls of verified customers to the collection team & increasing the per day customers lead.

**Computer Skills:**

* Proficient in MS Office (MS Word, MS Excel, MS PowerPoint, MS Outlook).
* Advance level in Internet Browsing.
* Diploma in Desktop Publishing Software (Basics in Corel Draw, PageMaker, Photoshop)**.**

**Language Skills:**

English (Fluent in Speech, Writing & Reading)

Hindi (Fluent in Speech, Writing & Reading)

Urdu (Fluent in Speech & Reading)

Arabic (Fluent in Writing & Reading; Basic In Speech)

*I declare that the above information is true to my knowledge and belief.*