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| **Chadlia.367905@2freemail.com** |  |
| Versatile and dynamic professional with more than 14 years of experience in administration and customer service within diversified industries in UAE and overseas. Competencies in providing office support services with high degree of efficiency. Serve as point person for colleagues, management, and clients with flair in establishing rapport with others. Well organized and hardworking team player with excellent communication, interpersonal, coordination, planning, organizing, problem solving, public relations and time management skills. Seeks a challenging Administration Executive position in any industry where developed skills, education and experience will have a valuable impact.  |
| **Strengths** |  |
| * Good command over Administration
 | * 8+ years of work experience in UAE
 |
| * Superb business coordination skills
 | * Maintains high-level of confidentiality
 |
| * Adaptable to new concepts & challenges
 | * Excellent oral & written communication skills
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| * Tact to deal with multicultural personnel
 | * Knowhow in protocol of official functions
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 **Educational Qualifications**

**Studying to take diploma in HR**, New Admin Institute in Dubai **2016**

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| **Diploma in Management of Private Babysitter,** Pedagogic School |  **2008** |
| **Height Technical Diploma – Personal Assistant**, Sectorian Center of Information |  **2006** |
| **Certificate of Law Education** |  **2004** |
| **Baccalaureate Art**, School 2 Mars |  **2001** |

**Work Experience**

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| Sales Account ManagerAl Saddik Sweets factory LLC : was managing team of sales in door in our shops and outdoor, solving all problems happened in factory or with clients, reporting to chairman and associates every information about sale, target, benefices, I was trying to find every time a good way to improve our sale, I entered our products to many supermarkets ( lifco, bait el karam sharja, roastery, ansar mall sharja & ansar gallery, sharja airport duty free, dragon mart, hotels, restaurants) and I got approval from union corporate and Spence but the owners refused because they asked for a big amount. Carrefour, they told me that they have who do Arabic sweets. Sales ManagerArabesque Advertising Company LLCTemporary Assistant Manager  Capital Marketing FZ LLC, advertising company in Media City Legal Assistant Al Hashimi Law Firm and Legal Consulting ( Law company )Sales Assistant – Customer Service | JULY 2015 – September 2016February 2015 – July 2015May 2014 – July 2014**Sept 2012 – December 2013** **Oct 2008 – August 2012** |
| Dubai Duty Free, Dubai, UAE (www.dubaidutyfree.com) Currently employs more than 3,900 staff of 44 different nationalities and is one of the premier “employers of choice” in the UAE. **Teacher January 2008- April 2008**Training as a teacher in public babysitter (Salambo)Teaching kids ( 3 years, 4 years and 5 years ) |
| Secretary/Personal Assistant | **Sept 2006 – November 2007** |
| Arab Tunisian Bank, Tunisia (www.atb.com.tn) Leading Pan Arab bank, offering a variety of banking and financial services across Tunisia.  |
| Hostess (Presidential Occasions) | 2003 - 2006 |
| **Showroom Manager** – **Furniture Trade Fair** | **1999 - 2003** |

**Areas of Expertise**

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| **Administration*** Act as point of contact on administration matters; provide executive-level administrative support to the entire organization and represent the company to new and existing clients.
* Carry out administrative duties efficiently including correspondence, logistics coordination, bookkeeping, client relationship, supplier dealings as well as personnel matters.
* Gain knowledge of the organization set up and understanding of the company’s aims and objectives. Maintain confidentiality in all official transactions.
* Communicate with internal departments as well as all third parties to exchange information, follow up on critical issues, and promptly resolve concerns.
* Preserve proper records of incoming and outgoing correspondence, file documents and letters systematically, and keep all assigned files up-to-date.
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| **Customer Service*** Professional interaction with customers, tact to deal with all demands, and understanding of customers’ individual needs.
* Well-verse in the products and provide personalized service and effectively answer and assist

any customer question or concern. |

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| **Cont’d…*** Maintain record of customer interactions and transactions; record details of inquiries, comments and or complaints.
* Maintain customers focus at all times and answer customer’s enquiries using the standard customer service guidelines.
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| **Personal Assistant Functions*** Screen telephone calls, enquiries and requests, and handle them when appropriate.
* Meet and greet visitors at all levels of seniority or regardless of stature.
* Organize and maintain diaries and handle appointments of manager efficiently.
* Devise and maintain office systems, including data management, filing, etc.
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**Prove**

**Proven Job Role**

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| Sales Assistant – Customer Service - Dubai Duty Free* Assisting customers in locating merchandise and answering a variety of questions concerning general merchandise; demonstrating use of merchandise upon request.
* Responsible for totalling prices and tax on merchandise selected by customer using cash register; accepting payment following established procedures for different types of transactions; makes change; issues sales receipt; calculates discounts when appropriate.
* Dealing with customer complaints in a tactful and polite manner and fast resolution of concerns and issues to achieve client satisfaction.
* Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards and other matters.
 |
| Secretary/Personal Assistant - Arab Tunisian Bank* Assisted the Manager in ensuring smooth functioning of the office in day-to-day banking activities and various administrative functions.
* Reviewed, maintained, and filed all reports, contracts and responded to correspondences.
* Arranged appointments, luncheons and functions for personnel as requested by manager.
* Organised and attended meetings and ensured manager is well-prepared for meetings.
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| Hostess (Presidential * Greets customers using a pleasant and polite tone.
* Responsible for checking guest reservations and escorts them to their designated table.
* Interacted with kitchen staff, servers or banquet manager to make sure everything is in order.
 |
| Showroom Manager (Furniture Trade Fair)* Reviewed, maintained, and filed all reports, contracts and responded to correspondences.
* Arranged appointments, luncheons and functions
* Discussed details, features and general product information with the walk-in customers and potential buyers.
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**Codes & Standards Trainings - Works**

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| * Completed 3 months in Public Babysitter Management in 2008.
* Finished 3 months in Bousauene Lawyer Company in 2007.
* Accomplished 1 month in Saibsi Lawyer Company in December 2006.
* Obtained 4-month training in an insurance company (MAE) in 2006 as Personal Assistant.
* Attended 6 months in a social case (CNSS) as Personal Assistant.
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**Personal Details**

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| Nationality | : | Tunisian |
| Marital Status | : | Married |
| Visa Status | : | Husband Visa |
| Languages | : | English, French , Arabic & basic Italian |
| IT Skills | : | MS Office, Internet & E-mail applications |
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