**Curriculum Vita**

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| **Yasmeen** **Email :** **yasmeen.368196@2freemail.com** |  |

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| **Personal Information** |
| **Current Location****Visa Status** | Dubai ,UAEResident Visa (husband sponsorship)Holder of UAE driving License |
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| **Work Experience** |
| **August 2016 – January 2017** | **Accumed – Dubai****Operations Officer (part time)*** Perform day to day operation duties related to the register
* Manage incoming enquires and correspondence effectively
* Work in conjunction with the RCM department to review the registration process
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| **April 2012 – June 2014** | **Dataflow Group- Dubai****Key Client Manager- Client Management****Project Manager for Tanseeq in 2012, 2013 and 2014:** Tanseeq is a project launched jointly by Health Authority of Abu Dhabi (HAAD) & Data Flow company. <https://www.haad.ae/haad/tabid/1339/Default.aspx>* Responsible for liaising with all the clients from the government and the private companies
* Plan, organize and manage the operations, quality control and customer service department.
* Develop and improve the verification and quality control processes, client management and customer services.
* Plan, organize and manage the operations, quality control, procurement and customer service departments in Dubai and Qatar. - Develop and improve the verification, client management, customer service and report writing processes and policiesEnsure that all the processes are timely, accurate, and efficient and meets all clients requirements.
* Ensuring excellent customer service and client satisfaction.
* Identify and implement processes changes within the company based on the feedback of the clients.
* Investigate and responds to client’s complaints & develop creative solutions for existing clients.
* Meeting with the clients in UAE & internationally whenever required to maintain the business relationships with the clients.
* Managing the customer care staffs to explain the needs of the clients & motivate them to provide the highest standards of services.
* Launch and manage new screening projects through coordinating with clients, IT, marketing, finance and various operations departments.Provide reports and analysis up to the requirements of the clients.
* Evaluate the employees performance & appraisal.
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| **March 2011 - March 2012** | **Dataflow Group- Dubai****Team Leader – Operations.*** Team leader and account executive handling both functions simultaneously.
* Account Executive for the government and private company’s clients.
* Manage the operations: verification & quality control team to ensure the accomplishment of the targets within the agreed TAT and up to the best quality.
* Review and set the key performance indicators of the quality control team.
* Coordinate and collaborate with other department on service deliveries and standardization of procedures.
* Responsible for the interviewing & the selection of the new staffs in the company.
* Conduct training for the new joiners.
* Evaluate the employee performance & appraisal.
* Perform related financials tasks: Invoices, collections, payments, expenses, etc Perform related financials tasks: Invoices, collections, payments, expenses, etcPerform related financials tasks: Invoices, payments, expenses, etc.
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| **Dec 2009 -Nov 2010** | **Tourism Development & Investment Company (TDIC) – Abu Dhabi****Relief Administrator** * Provide different administrative tasks for all the departments in the company.
* As Relief Administrator I served for different periods in the following departments: HR, Marketing, Real Estate, Operations, Commercial and Procurement.
* Dealing with incoming Emails, faxes and calls. Often corresponding on behalf of the manager.
* Assisting the HR department in their tasks (Business Cards Request, Staff IDs requests, monitoring the stationary stock and prepare the orders)
* Coordinator with the hotels for the reservation agreements.
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| **Nov 2007 – Dec 2009** | **Tourism Development & Investment Company (TDIC) – Abu Dhabi****Administrative Assistant*** Contacting the customers and verify their information provided for the meetings booking with the company.
* Meet and greet the clients and the visitors.
* Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
* Setup and coordinate internal and external meetings and conferences.
* Organizing paper work and inventory sheets.
* Ensure the smooth running of the office by ensuring that appropriate systems, resources and equipment are in place.
* Manage petty cash account.
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| **Skills & Competencies** |
|  | * Dynamic, self-driven and flexible
* Strong business understanding and background
* Strong leadership skills
* Excellent analytical, planning, forecasting, execution and conflict solving skills
* Able to work under pressure
* Excellent command of written and spoken English and Arabic.
* Good knowledge of MS Office
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| **Education** |
|  | Damascus UniversityBachelor of English literature (undergraduate) |
| **Languages** |
| **English****Arabic** | Fluent in speaking, reading and writingMother Tongue. |
| **Computer** **Literacy** |
|  | Microsoft Office (Power Point, word, excel)Microsoft Outlook |