**Curriculum Vita**

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| **Yasmeen**  **Email :** [**yasmeen.368196@2freemail.com**](mailto:yasmeen.368196@2freemail.com) |  |

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| **Personal Information** | |
| **Current Location**  **Visa Status** | Dubai ,UAE  Resident 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 |
| **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. |
| **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. |
| **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. |
| **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. |
| **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 |
| **Education** | |
|  | Damascus University  Bachelor of English literature (undergraduate) |
| **Languages** | |
| **English**  **Arabic** | Fluent in speaking, reading and writing  Mother Tongue. |
| **Computer** **Literacy** | |
|  | Microsoft Office (Power Point, word, excel)  Microsoft Outlook |