Name :  **IMAN** 

Email : iman.369348@2freemai.com

Birth Date : 12/01/1980

Years of experience : 10 years

Nationality : Tunisian

Language : English, Arabic, French

Current Location : Abu Dhabi

Visa status : Husband Sponsorship

Availability : **IMMEDIATELY**

 **OBJECTIVES:**

I am seeking a competitive and challenging environment where I can serve your organization and establish an enjoyable career for myself.

**EDUCATION**

2002 : **High school graduation**

 Moknin School / Tunisia

2003 : **Certificate of computer network office**

 Training Center / Tunisia

**EXPERIENCE:**

**Receptionist**  @ **Visage Polyclinic** Abu Dhabi, UAE/ June 2016- Present

Responsibilities

* Excellent written and verbal communication skills
* Profound customer service acumen
* Ability to communicate efficiently with clients, clinic management
* and sales staff
* Professional relationship building skills
* Demonstrated ability to work as a team player and eager to learn and
* help other team members
* Able to excel in an surroundings that sets goals, tracks progress, and
* strives for growth
* Proven ability to work independently
* Good time management skills; able to manage multiple tasks
* simultaneously
* Committed to maintain the highest levels of organization’s mission
* and values
* Able to work flexible days and weekends
* Enjoy working in a fast paced work setting

**Sales & Marketing** **Executive** @ Polish Beauty Salon Abu Dhabi, UAE/ October 2015 - May 2016

Responsibilities

* Build customer pipelines for expected business
* Solicit existing and new customers for business opportunities
* Promote and sell the company products
* Offer discounts and deals where appropriate
* Promote the business by working closely with the marketing department
* Liaison with suppliers
* Create detail proposed quotations
* Answering incoming calls and direct them properly
* Take and relay messages effectively
* Take dictation for executive task and type correspondence
* Ensured cleanliness of the front desk at all times

**Sales & Marketing** **Executive** @ Qasar Al Masraouia Company Abu Dhabi, UAE/ Oct 2013 – May 2015

Responsibilities

* Conducting web based interactive product demonstrations for customers
* Providing a high level of customer service to assigned clients
* Communicating with high profile clients
* Giving clients support during all stages of a sale
* Keeping accurate records of all sales and prospecting activities
* Advising customers when they are making purchase decisions
* Resolving customer complaints and disputes
* Providing customers with technical product information
* Assisting walk-in customers find what they are looking for
* Writing up email proposals
* Responding to pricing enquiries
* Qualifying potential new customers
* Growing existing business relationships and acquire new ones

**Real Estate Broker @** Aspiration Properties Abu Dhabi, UAE/ December 2011- April 2013

Responsibilities

* Organising sales visits
* Demonstrating/presenting products
* Establishing new business
* Maintaining accurate records
* Reviewing sales performance
* Negotiating contracts
* Answered queries and concerns regarding equipment, pricing, and availability
* Ensured that every customer has a positive experience
* pricing, and availability
* Ensured that every customer has a positive experience

**Sales & Marketing** **Executive @** Pure Sky Corner Telemarketing Comp. AD, UAE/ March 2010 - June 2010

Responsibilities

* Conducting web based interactive product demonstrations for customers
* Conducting cold calls and creating professional networking
* Developing pipeline of new opportunities
* Identifying and creating business requirements with senior decision makers
* Building strong relationships at all stakeholders
* Developing successful territory plans

**Executive Secretary** @**El Mouradi Hotel** Mahdia Tunisia; Hammamet Tunisia; Sousse Tunisia / May 2004 - December 2010

Responsibilities

* Coordinate office management activities to aid executives
* Research and compile confidential documents
* Take and record minutes of the meeting
* Screen incoming correspondence and ensure delivery to intended recipient
* Create and maintain a liaison between executives
* Compose letters and other correspondence
* Produce reports and charts
* Prepare meeting agendas and collect related material
* Review and proofread documents for executives’ signatures
* Oversee office budget and recommendations on office expenditure
* Took telephone calls and relayed messages
* Maintained diaries and arranged appointments
* Typed documents and manage filing activities
* Organized meetings and prepared agendas and materials
* Handled correspondence

**Administrative Assistant** @ SMF Company Mahdia, Tunisia/ March 2003 - April 2004

Responsibilities

* Prepare, record, check over and proofread correspondence, invoices, presentations, brochures, publications, reports and relevant material
* Record and prepare minutes of meetings
* Organize travel schedules and book reservations
* Determine and launch office procedures
* Open and distribute incoming regular and electronic mail and other material and co-ordinate the flow of information internally and with other departments and organizations
* Set up and uphold manual and automated information filing systems
* Order workplace supplies and maintain record
* Schedule and verify appointments and meetings of managers

**Marketing Assistant** @ Insaf Information Company Mahdia, Tunisia January 2002 - February 2003

Responsibilities

* Assist the marketing manager and the marketing team with all marketing activities
* Develop product descriptions
* Handle production of marketing materials and literature
* Coordinate the production of a wide range of marketing communications
* Provide support for marketing events and exhibition displays
* Write articles and designed promotional adverts
* Prepare marketing blogs and looked after social media marketing
* Upload product information to e-commerce websites
* Keep marketing department’s documentation and databases up-to-date
* Validate product inventory and updated promotions
* Participate in weekly team meetings and other key meetings to gain exposure to the business
* Complete other projects as assigned

**Accounting** **Assistant**  Meat @ General Company Mahdia, Tunisia January 2001 - January 2002

Responsibilities

* Review expense reports and cash advances
* Process accounts payable checks and bi-weekly payroll
* Prepare monthly account reconciliation analysis
* Manage electronic funds transfer
* Post and maintain accounting documents in the database
* Ensure invoice payments