|  |  |  |
| --- | --- | --- |
| **NEETU**  Email : **neetu.373655@2freemail.com** | C:\Documents and Settings\user9\Local Settings\Temporary Internet Files\Content.Word\4x6.jpg |  |

# STRENGTH & SKILLS

* Customer Service & Support Skills
* Strong, analytical & problem solving skills
* Fluent English, Hindi & Nepali both spoken& written
* Able to work with little or no supervision
* 8 years experience of working in Dubai

# WORK EXPERIENCE

Nov 2016 – Present TEKLITE TRADING LLC Dubai, UAE

 Sales cum Office Assistant

The trading company established in 2001, mainly dealing in Electrical cables & accessories having imports & exports, to the Maritime Industry in UAE & neighboring countries.

 Duties & Responsibilities:

Attending telephone calls, walk in customers & handling enquiries & office correspondence.

Preparing sales quotations, purchase orders, invoices, delivery orders, Gate pass to ensure the smooth flow of customers.

Payment follow up and sending statement to credit customers.

Organizing and handling the showroom display items.

Maintaining sales register books, attendance book & Filing papers & documents.

Purchase of office stationery, grocery and handling petty cash.

 Jan 2014 – May 2016 QUALITY GROUP Dubai, UAE

 PA, Secretary cum Sales Coordinator

 Duties & Responsibilities:

 Managing sales related activity of the company.

Handling sales correspondence and coordinating with sales team to complete the execution of job.

Providing excellent service to the priority customers & handling high volume enquiries & bulk quantity orders.

Tracking sales orders to ensure that they are scheduled on time and goods to customers delivered on time.

Organizing sales promotional campaigns and collecting feedback.

Contacting potential customers and fixing appointments.

Resolving sales issues related to customers.

Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.

Ensuring staff uniforms and personal appearance are always up to the company standards.

Jan 2012 – Jan 2013 FUEGO CONTEMPORARY MEXICAN RESTAURANT Dubai, UAE

 Hostess / Guest Relation Officer (Soul-Al-Bahar)

 Duties & Responsibilities:

Reception duties, handling the phone calls & booking reservations.

Coordinating with the management in related in-house guests to ensure good hospitality.

Helping co-staff members during busy schedule.

Handling customer correspondence, receiving suggestion and feedback after dining and sending thanking gesture.

 Jan 2011- Jan 2012 MEDIA ONE HOTEL Dubai, UAE

 Hostess/Receptionist (Media city)

Duties & Responsibilities:

Handling the telephone calls & booking reservations.

Coordinating with the management related in-house guests to serve them good hospitality.

Welcoming guests and escorting and seating arrangement handover food & beverage menus accordingly.

Receiving suggestion and feedback.

 Jan 2008 – Jan 2010 INDIAN PALACE RESTAURANT Dubai, UAE

 Receptionist & cashier

Duties & Responsibilities:

 Handling telephone calls & booking reservations

 Welcoming guests & receiving delivery orders.

 Cashiering and making cash deposit to the bank on daily basis.

 Jan 2004 – Jan 2005 DWARIKA HOTEL Kathmandu, Nepal

 Receptionist

Duties & Responsibilities:

 Hotel & Restaurant Reception

Handling the telephone calls & booking hotel & restaurant reservations.

 Jan 2004 – Jan 2005 KATHMANDU MALL Kathmandu, Nepal

 Sales Assistant

Duties & Responsibilities:

Assisting customers & Organizing and arranging the display items.

# LANGUAGES

* English/Hindi/Nepali - fluent, spoken and written
* Arabic/Spanish –Spoken manageable

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| School Leaving Certificate  | West Bengal Board, India | 2000 |
| 2 (Higher Secondary) | Tribhuvan University, Kathmandu, Nepal | 2003 |
| Diploma in Computer Application | Cyber Valley Computer, West Bengal, India | 2004 |

# OTHER INFORMATION

Nationality- Indian

Birth date - 1 Dec1983

Age - 34 years

Marital Status - Single

Sex - Female

*References and Supporting Documentation Furnished upon Request*