**Full Name Ribca**

**Position applied for Customer Services**

**E-Mail** **ribca.376855@2freemail.com**

**C/o-Mobile +971505891826**

**Objective**

**To work in and organization /industry will provide learning and growth opportunities in the relevant work through daily challenges. I want to work and build my career to earn my livelihood but also gain vast number of opportunities to learn, grow and be an added value to the organization if i have my selection for any suitable job**

**Professional Experience**

|  |  |  |
| --- | --- | --- |
| **Employer** | **Position** | **Duration** |
| **Holiday Inn Bur Dubai Hotel** | **Telephone Operator** | **20th August 2015 from 20th August 2017.** |
| **PC pearl continental Hotel Peshawar**  | **Telephone Operator** | **1Year** |
| **Telenor telecommunication office** | **Customer service** | **10 months**  |

**Duties and Responsibilities**

* Answer telephone calls and provide information to callers.
* Arranging appointments
* Greet persons entering the office.
* Ensure knowledge of staff movements in and out of organization.
* Monitor visitor’s access and maintain security awareness.
* Control inventory relevant to reception area.
* Kept all the staff files.
* Resolved costumer problems.
* Update about daily promotion packages.
* Making files and documentations.
* Sending passports to CID.
* **Scanning the passports of the Guests.**
* **Making the keys for the guest rooms.**
* **Giving reminder wakeup calls to Guests.**
* **Keeping all the records of pre authorisation.**
* **Maintaining the high standard for the property.**

**Professional Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Institutes** | **Degree** | **Grade** | **Passing Year** |
| **Jinnah international degree college Peshawar** | **B.A****(Statistics, Economics, English, Pak Studies )** | **297/ B** | **September 2014** |
| **Jinnah international degree College Peshawar** | **F. SC****(Computer Science, Economics, Statistics)** | **692/ B** | **April 2012** |
| **Presentation Convent High School Peshawar** | **Matric (Computer Science)** | **766/ A** | **April 2009** |

**Professional Achievements**

* **Computer course in MS- Office, Power Point, Excel and Word. From Jinnah International Degree College**
* **Montessori Teaching Training. From Fazaia College of education, 4 weeks course of instruction / Workshop in Montessori teaching training.**
* **Awarded for best Presentation in English from Jinnah International Degree College.**
* **Awarded for Best Performance and full attendances record from Jinnah international Degree College.**
* **Worked as a librarian for 2 years in Jinnah International Degree College.**
* **Awarded a Shield as a best Student of the year 2013. From Jinnah International Degree College.**
* **Got 3rd position in 12 weeks course of instruction on beauty care professional from Mujahida Academy Peshawar.**
* **Did 6 weeks course in self grooming and has been awarded Diploma in Mishi salon Peshawar.**

**Technical Skills**

**MS-Office, Internet, Opera, Vicas.**

**Personal Details**

|  |  |
| --- | --- |
| **Gender** | **Female** |
| **Date of Birth**  | **22-08-1991** |
| **Relationship Status** | **Married** |
| **Nationality** | **Pakistani** |
|  |  |
| **Preferred Position** | **Customer Service** |
| **Preferred Salary**  | **As Per Company Standards** |
| **Visa status** | **Husband Visa** |
| **Language Proficiency** | **English, Hindi, Urdu.** |

**Reference**

**Available upon request**

 **I hereby declare that the above given information is true to the best of my knowledge.**

**Place: Dubai, U.A.E (Ribca).**