

**Objective**

A result oriented person willing to work towards optimum career growth with a dynamic organization having a vision to achieve defined goals.

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**Born on:**

March 15, 1983

**Marital Status**

Single

**Contact:**

+971505891826

**E-mail:**

Nadia.378228@2freemail.com

**NADIA**



 **Academic Qualifications:**

Masters in Arts

Bachelors in Arts

F.A in Psychology



 **Professional Experience:**

**SALES RECEPTIONIST**

**Dream Night Tours**

**Dubai**

**February 1st 2017 to till now**

* Generating and Managing B2B & B2C sales contract leads for in-house products
* Coordinating preparation & distributing of promotional collaterals to clients
* Monitoring & enhancing service quality standards in customer delivery
* UAE inbound groups handling
* Answering all incoming calls and redirecting them or keeping messages
* Maintaining daily reports of the tour program
* Collecting cash from clients and maintaining monthly sales reports
* Assisting clients as necessary and satisfying the needs and desires of customers
* Handling incoming queries from the clients

**CUSTOMER SERVICE EXECUTIVE**

**See and select Boutique**

**Pakistan**

**2014-2017**

* Increased Number of accounts by 70%
* Created an efficient easy to use customer account file for invoicing which encouraged frequent use by customers.
* Responded to customer’s inquiry calls, quickly assessed the costumer’s needs and problems in order to deliver an ideal solution.
* Performed online troubleshooting, identified problems, and followed up on scheduling.
* Reported weekly and monthly sales
* Researched lost orders and traced shipments.

**FRONT DESK OFFICER**

**Ibex House**

**Pakistan**

**2012-2014**

* Greeted customers and attended calls.
* Managed attendance sheets.
* Registered complaints of customers.
* Scheduled and monitored meetings of Meeting rooms.
* Answered all incoming calls and redirected them or kept messages
* Received letters, packages etc. and distributed them

 **Additional Qualification**



* Completed basic computer course in MS Word, Excel and PowerPoint



 **Skills**

* Can able to communicate well in English
* A Flexible and an Adaptable employee
* Has a positive attitude towards work
* Can able to work well with a team
* Has a professional appearance and attitude
* Career oriented

 **Personal Profile**



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| --- | --- | --- | --- |
| • | Religion | : | Islam |
| • | Nationality | : | Pakistani |
| • | Language | : | English , Urdu and Arabic |

 **Achievements**



* Established Good working relationships.
* Developed new quality standards for better quality performance and reliability.
* Identified a problem and solved it.
* Improved the accuracy of budget forecasts.
* Come up with new ideas that improved things.

 **Declaration**



I hereby declare that the above particulars furnished by me are true and correct to the best of my knowledge and belief.

**Nadia**

Applicant