# UMERA

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# PERSONAL INFORMATION

Born February 15th 1989, Citizenship, Indian.

# SUMMARY

*Learnt different training skill sets like Basic Voice & Accent, Grammar, soft skills, presentation skills, techniques of giving feedback & handling different kinds of personalities etc.*

*Results oriented and determined, seeking to provide managerial skills, can handle multiple tasks to meet deadlines in pressure situations.*

*Exhibits an honest work ethic with the ability to excel in fast-paced, time-sensitive environments.*

*Self-starter with the ability to analyze organizational behavior, business operations and recommend strategies to improve performance and maintain professionalism at all times.*

*Successfully able to develop self and others and hold people accountable along with empowering them to demonstrate team commitment and team leadership*

# HIGHLIGHTS

* Public speaking
* Customer service
* Detail oriented
* Vendor management
* Time management
* Organized

# WORKHISTORY

**MAY 2007 – MAY 2012 SEVEN SEAS CORP LTD India (Pune)**

# Office Administrator (5 years)

* Attend the switch board or AVAYA operation including attending calls and transferring them to the respective extensions
* Managing the scheduler for the appointments
* Have also handled client correspondences via e-mail, Chat and calls
* Arranged Client meetings as per business requirements
* Worked on an on-call basis to assist guests with anything they needed outside of regular business hours

**AUGUST 2013 – MAY 2015 SCOREONEQATAR (Doha)**

 **Office Administrator / Counsellor (1.5 years)**

* **Promptly** responded to general inquiries from members, staff, and clients via telephone, mail, e-mail, and fax.
* Resolved service issues and shared benefits of additional services. Maintained up-to-date knowledge of bank policies regarding payments, account changes, and upgrades. Excelled in exceeding daily credit card application goals.
* Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service.
* Cross-trained and provided back-up for other customer service representatives when needed.

**APRIL 2016 –FEB2018** **VODAFONEUK India (Pune)**

# Customer Relations (23 months)

* Handling complaints written for and addressed to theCEO
* Managed 4 different complaintchannels
* Resolution percent above 24% as per requiredSLA
* Work hygiene maintained in the entiretenure
* Meet Goals as set by Quality andoperations

# EDUCATION

**March 2014 Bachelor of Commerce**

**B.Com Rajasthan University**

# March 2011 N.I.O.S

# ARTSH.S.C

**February 2016 Diploma in Customer Relations**

# AREA’S OF INTEREST

Music, Travelling, Movies