**CURRICULUM VITAE**

**Nasra**

**Dubai.**

**U. A. E.**

**Email:** **nasra.392644@2freemail.com**

**Objective**

**To be a valuable team member that is efficient, works smart and contributes to the success of the company’s growth by supporting the objectives and vision of the company.**

**Work Experience**

**10 April 2007 to date**

**Department Coordinator**

* Act as point of contact for screening and handling of visitors
* Establish and maintain records and filing systems, replenish stationery, office upkeep and arrange for the operation of equipment to ensure efficient and effective functioning of the department
* Collate weekly/monthly reports
* Handle internal / external co-ordination with people in order to deal with standard problems and escalate others while ensuring customer friendly image.
* Record keeping staff files/attendance/leave
* Mail sorting
* Provide diary management service to Department Heads, Head of Corporate Banking
* Provide correspondence services and ensure timely and efficient communication
* Address internal/external queries in a timely/ courteous and effective manner and coordinate with other departments for smooth functioning and execution.
* Review effectiveness of the departmental / administrative procedures / practices in order to recommend and implement improvements where need is identified.

 **(Chartered Accountants and Consultants**)

**December 28, 2005 to March 30, 2007**

**Executive Secretary**

* Correspondence with clients on Company Formation queries
* Attending to all admin related tasks i.e. faxing, filing, scanning,telephone
* Maintaining client database
* Designing of formation structures by help of visio
* Booking meetings
* Designing of new company templates
* Typing minutes,memos
* Taking interviews for new candidates
* Preparing engagement letters for new proposals
* Following up on bank deposits and bank draft

**Sept 2002 to December 27, 2005**

**Guest Services Executive- Executive Floor**

Performed all administrative work pertaining to the department liaising and communicating with the Executive Floor Manager and Supervisor.

* Checking in and out of VIP guests
* Proving general information to guests
* Filing, faxing, keeping in order day to day tasks
* Lodging complaints and following up with the concerned department for resolving the complaint.
* Cashiering
* Making room and restaurant reservations
* Training of new staff
* Booking safari tours for guests
* Ticket reconfirmation
* Updating the stationary stock
* Updating the credit balance daily report
* Undertaking all reception administrative functions

**April 2001-September 2002**

**Guest Services Executive**

* Front Office Cashier
* Receptionist
* Room Reservation Agent

**Educational Qualifications**

**Airline Reservations and ticketing (Galileo)**

**World Link Institute–Dubai,UAE**

**May 25, 2004 – Sept 2004**

**Introduction to Sales and Marketing**

**Emirates Academy of Hospitality and Management –(Jumeirah Group) Dubai,UAE**

**2001 Sept – 2002 May**

**Secretarial typing skills (speed 52 WPM)**

**Nadia’s Training Institute– Dubai,UAE**

**Feb 2000**

**Microsoft Word, Excell, Powerpoint**

**Nadia’s Training Institute - Dubai,UAE**

**1999 Dec – 2000 Feb**

**A’Levels Economics, Accounts, Law, Literature**

**Aga Khan Kenya Secondary School - Kenya**

**1998 Jan – 1999 July**

**A’ Levels Business Studies and English for Business**

**HollyfieldSchool, Surbiton, UK**

**1997 Jan – 1997 Dec**

**O’ Levels**

**Moi Forces Academy - Kenya**

Other trainings: Certified Associate Programme (CAP), Time Management, Promoting Products and Services, Supervisory skills, Handling Guest complaints, Teamwork. AML training, Fundamentals of Islamic Banking 2018, EI - Sanctions Awareness 2017, EI - Business Continuity Management (BCM), Safety at Work Safety at Work, EI - Information Security Awareness Challenge, FATCA 2015, Fundamentals System Security, Emirates Islamic Bank -Credit Cards, Operational Risk Awareness , Foundations& Principles of Islamic Finance

**Computer Knowledge**.: Excellent typing skills, speed, and very efficient.

Finnacle

Microsoft Windows7

Microsoft Office 2016

(Word, Excell, Powerpoint, Outlook, Internet)

Fidelio Version 6.20

Telephones PEABX NEC system

Galileo

Visio

NEO

AS400 (Equation Banking Server)

**Personal Details**

**Date of Birth: September 27, 1978**

**Nationality: Kenyan**

**Gender: Female**

**Marital Status: Married**

**Religion: Islam**

**Languages: English(Fluent), Swahili (Fluent), Urdu(basic),Arabic (basic),**