

**ZAKIA**

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| ***Date of Birth:*** |  | 01 - Sep - 1987 |  |
| ***Address:*** |  | Dubai U.A.E |  |
| ***Email(s):*** |  | Zakia-394183@2freemail.com  |  |  |
|  |  |  |
| **Objective:** | To become a part of the organization where I can perform challenging tasks by utilizing |  |
|  | my knowledge supported by my qualification and work for the growth of the organization |  |
|  | by meeting short term day to day goals which lead to long term goals. |  |

**Professional Career Summary:**

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| --- | --- | --- |
| **Education** | **:** | ➢ M.Tech (Computer Science Engineering) |
|  |  | ➢ B.Tech (Computer Science Engineering) |
| **Work Experience** | **:** | Duration |  | Organization & Designation |  |
|  |  | May-19 to Cont.… | in Dubai |
|  |  | Nov-18 to Apr-19 | in Dubai |
|  |  | Jan-16 to Sep-18 | in India |
|  |  | Sep-13 to Dec-15 | in Hyderabad India |

**Work Experience**

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| **Organization:** |  | **in DUBAI** |
| Organization Type | : | Financial Brokers |
|  |  |  |
| Designation | : | Loan Advisor |
| Tenure |  | May-01-19 to Continue………. |
| Location | : | DUBAI, UAE |
| Area(s) of Experience : | Tele Sales, Loan Advisor |
| Brief Job Description | : |  Prepare Contacts list to calls on daily basis |

 Provide Complete information about Loans and Requirements

 Oversee entire Loan process including application, origination, underwriting and closing

 Interview prospective loan applicants to determine up front eligibility and screen for approval

 Ensure loan applicant provides required information and supporting documentation

 Review loan applications and documents for accuracy and completeness

 Work with management to design plans to achieve sales goals, loan quotas and conference referrals

 Report the Manager about daily, Weekly, Monthly Progress

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| **Organization:** |  | **in DUBAI** |
| Organization Type | : | Technical Services |
|  |  |  |
| Designation | : | Customer Services |
| Tenure |  | Nov-01-18 to Apr-07-2019 |
| Location | : | DUBAI, UAE |
| Area(s) of Experience : | CRM, PR, Reception |
| Brief Job Description | : |  | Attend new customers |
|  |  |  Brief customers about company’s services |
|  |  |  Get in touch with previous customers |
|  |  |  Attend calls and answer caller’s queries |
|  |  |  Handling the tasks of appointments |
|  |  |  Maintain and send marketing material to customers to update them about |
|  |  |  | new services |
|  |  |  Update system regarding customer’s new demands and queries |
|  |  |  Update the customers/clients about their requests, claims, queries |
|  |  |  | Emailing |
|  |  |  | Browsing |
|  |  |  | Documentation (Where necessary) |
|  |  |  | Maintain records |
|  |  |  | Report the Director |



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| **Organization:** |  | **in HYDERABAD INDIA** |
| Organization Type | : | Sports Training institution |
|  |  |  |
| Designation | : | Admin |
| Tenure |  | Jan-01-16 to Sep-30-2018 |
| Location | : | Hyderabad, India |
| Area(s) of Experience : | Administration |
| Brief Job Description | : |  Responding the enquires and requests |
|  |  |  Maintain databases and administration system |
|  |  |  Linking between managerial positions and staff |
|  |  |  Organize, Manage, and execute trainings, and other events |
|  |  |  Manage, supervising and training the staff and sometime running the |
|  |  | office |
|  |  |  Distribution tasks, and Daily Schedule the manager |
|  |  |  Report the Administration Manager |

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| **Organization:** |  | **in INDIA** |
| Organization Type | : | Construction, Contractors |
|  |  |  |
| Designation | : | Customer Services |
| Tenure |  | Sep-01-13 to Dec-31 2015 |
| Location | : | Hyderabad, India |
| Area(s) of Experience : | CRM |
| Brief Job Description | : |  Attend new customers |
|  |  |  Brief customers about company’s services |

 Get in touch with previous customers

 Attend calls and answer caller’s queries

 Report the Managing Director

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**Professional Certification & Academic Education**

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| --- | --- | --- | --- | --- | --- |
|  | **Sr.** | **Certification / Degree** | **Institution / University** | **Specialization / Major** | **Passing Year** |
|  |  |  |  |  |  |
|  | 1 | M.Tech | JNTUH | Computer Sciences | 2016 |
|  |  |  |  |  |  |
|  | 2 | B.Tech | JNTUH | Computer Sciences | 2013 |
|  |  |  |  |  |  |
|  | 4 | Inter | Board of Intermediate | MPC | 2006 |
|  |  |  |  |  |  |
|  | 5 | SSC | Board of Secondary Edu. |  | 2003 |
|  |  |  |  |  |  |

**Computer Skills and Other Abilities**

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|  | **Sr.** | **Skills & Abilities** | **Proficiency Level** | **Last Used / Practiced** |
|  |  |  |  |  |
|  | 1 | Word Processing | Above Average | Currently Using |
|  |  |  |  |  |
|  | 2 | Soft Presentation | Above Average | Currently Using |
|  |  |  |  |  |
|  | 3 | Outlook Express | Above Average | Currently Using |
|  |  |  |  |  |
|  | 4 | Spread Sheet | Above Average | Currently Using |
|  |  |  |  |  |
|  | 5 | Adobe Photoshop | Above Average | Currently Using |
|  |  |  |  |  |
|  | 6 | Software Installing | Above Average | Currently Using |
|  |  |  |  |  |

**Professional Development**

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|  | **Sr.** | **Workshops / Seminars** | **Year** |
|  |  |  |  |
|  | 1 | 3D Internet | 2013 |
|  | 2 | PHP MYSQL | 2012 |
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**Social Membership & Co-curricular / Leisure Activities**

**Sr. Description of Activities**

1. Reading Books
2. Online Browsing

**Personal Information**

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| --- | --- |
|  |  |
| Religion | Islam |
|  |  |
| Language Competency | English, Hindi, Urdu, Telagu, Punjabi |
|  |  |
| Countries Visited | India, KSA, U.A.E |
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**References**

Reference will be furnished on demand

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