**SIDRAH**

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**CAREER OBJECTIVE**

*To join an organization that will utilize my academic qualifications and competencies to serve its business interests, am keen on joining an organization where my learning curve will never cease.*

**Personal Summary**

Having been born and raised in UAE, am familiar with the lifestyle and business practices followed here. I am a quick learner, can multi-task effectively and can adapt to any new work environment.

**PROFESSIONAL EXPERIENCE**

**Joined as After SalesService Coordinator.**

**Got promoted to After Sales Service Assistant Manager, Dubai, UAE; September 2015 till September 2018**

*It is a Domestic Kitchen appliances company, which deals in Italian & German brands.*

**Job Responsibilities:**

**Service Division**

* Reporting directly to Managing Director
* Ordering Spare parts for the appliances from Italy& Germany with the help of technical diagrams.
* Tracking the shipments.
* Conduct inventory on current spare part stock and order spare parts to ensure thatsupplies and equipment are available in adequate amounts.
* Taking care of all technical enquires and related issues of the customers.
* Co-ordinating with the factory or the suppliers for technical problems.
* Check warranty information and ensure that repairs performed meet with warrantyrequirements. Contact vendors as required to resolve outstanding issues.
* Track and determine the status of service requests in computer system and close records for completed orders. Investigate and resolve issues where service orders are past due in computer system.
* Coordinating the entire activity of the Service and Support department.
* Tracking of time and attendance for Technicians.
* Plans delivery, service, installation & commissioning schedule.
* Providing customer measurements, specification, and requirement of the appliances.
* Presenting proposed solution to customers and understanding any needed technical changes.
* Keeping contact with customers to ensure that services of their units are done in time and making sure that they are satisfied.
* Checking the customer premises are ready for installation to begin.
* Prepare sales order, quotation for Spare parts, installation request, and insuring to get the clients approval.
* Coordinating with Engineers and providing all the details related to spare parts, tools, technical teams, available pickups.
* Ordering the tools of installation and service teams according to their requirements.
* Handling cash received after service visit and booking the entries/invoices in system, for accounts dept. to track.
* Getting the service contracts for the company from the entire project were our appliances are installed.

**Sales Division**

* Reporting directly to Sales Director
* Prepare sales orders, quotation for retail
* Follow up for LPO, Quotes, sold from display with the customers
* Keeping track of incoming and going LPO delivery.
* Suggesting customer products according to stock availability.
* Keeping contact with customers to ensure that delivery and installing deadlines are meet.
* Prepare warranty letter for finished projects/individual customer
* Providing customer all the details regarding the product and according to their requirement.
* Taking care of the sales return products and suggesting a different option to customer.

**Project Division**

* Creating project reports, if the site is ready for installation, what are the site requirements and reporting directly to the Managing director.
* Liaising with clients to identify and define project requirements, scope and objectives
* Assigning tasks and coordinating project work.
* Make sure that clients’ needs are met as projects evolve
* Tracking, analyzing and reporting project status
* Monitor project progress and handle any issues that arise
* Analyze risks and opportunities
* Hiring labors and technicians according to project site requirement.
* Act as the point of contact and communicate project status to all participants
* Ensure standards and requirements are met through conducting quality assurance tests.

**Document Controller and Sales Coordinator, Dubai, UAE; September 2013 till September 2015**

*It is the UAE’s first crystal manufacturing company which manufactures trophies and souvenirs for corporate, entertainment and sports events.*

**Job Responsibilities:**

* Liaising with corporate and retail sales teams
* Updating client contact details on internal software system, this in turn leads to generating enquiry numbers for retail and corporate sales orders
* Preparing e-catalogues of crystal products for retail sales staff
* Sending retail artwork requests to graphics team, once the artwork is done it is sent to the respective salesperson for approval, after which job orders are generated and submitted for production
* Preparing local purchase orders (LPO), quotations, proforma invoices, invoices and delivery notes
* Preparing shipping invoices for products to be despatched overseas and IBT for retail sales orders
* Ensure timely delivery of products by coordinating with inventory and despatch teams
* Checking if the invoice and delivery notes have been signed by the customer, if the despatch driver has bought the copies back so that they are encoded for future reference.

**Joined as Receptionist** as part of Front Office team, got promoted to Sales Coordinator

**Job Responsibilities:**

* Greeting visitors to corporate office and directing them to the respective staff, keeping log of the same
* Handling incoming and outgoing phone calls, keeping log of the same
* Handling courier packages for sales and inventory staff
* Coordinating with housekeeping staff for daily tasks
* Handling payments for materials

**Customer Care Representative**;**UfoneTelecom Mobile Ltd, Karachi, Pakistan;**May 2012-April 2013

*Ufone is a telecom services provider in Pakistan.*

**Job Responsibilities:**Assisting customers with queries on general issues, billing, technical queries on handsets and resolving complaints

**Client Service Executive; Karachi X-Rays, Karachi, Pakistan; January 2011 - January 2012**

*Karachi X-Rays is a medical center.*

**Job Responsibilities:**Filing reports, collecting payments, rendering customer service.

**Customer Care; New Era Grammar School, Karachi, Pakistan;February 2010 -December 2010**

**Job Responsibilities:**Handling payments, answering queries from the parents of the students.

**ACADEMIC QUALIFICATION**

Bachelor’s Degree in Commerce, specializing in General Commerce Studies, from Karachi University, Pakistan.

**PERSONAL DETAILS**

Date of Birth : 15-12-1989

Languages known : English, Hindi and Urdu

Visa Status : Visit Visa Valid till 28-01-2020

**References can be provided upon request.**

**I declare the above information is true to my knowledge.**