**RESUME**



**Personal Details**:

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| **Name:** | Khatunbi  |
| **Birth Date:** | 23/03/1993 |
| **Nationality:** |  | Indian |
| **Visa Status:** |  | Husband Visa |
| **Marital Status:** | Married |

**Profile:**

* An adaptable and responsible graduate seeking an entry-level position which will help me exploit my skills and achieve company’s objectives and goals. I want to work in learning and challenging environment, utilizing my skills and knowledge to be the best of my abilities and contribute positively to my personal growth as well as the growth of the organization.
* I have a clear, logical mind with a practical approach to problem-solving and a drive to see things through to completion. I enjoy working on my own initiative or in a team. In short, I am reliable, trustworthy, hardworking and eager to learn.

**Education:**

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|  **Bachelor of Commerce (BCOM)** | **2011 – 2014** |
| Rani Channamma University, Belgavi |  |
| Completed Bachelor of Commerce with first class distinction |  |
|  **CBSE (Commerce Stream)** | **2011** |
| Lingaraj PU College of Arts & Commerce, Belgaum |  |
| Secured 74% in CBSE board, 2011 Commerce Stream. |  |

**Work Experience:**

**Operations Officer**

**Consulate in Dubai**

**Feb 2019-Present**

* Duties includes collection of documents, checking documents for accuracy, visa stamping, scanning and transferring the entire list of documents of candidates to the designated department.
* Responsible mainly for the activities pertaining to the Turkish Consulate and its necessary document collection which includes passport, bank statements, visa copies, necessary additional information.

**VFS Global-Operations Officer Feb 2019-Oct 2019**

**Wafi Mall – Oud Metha, Dubai**

* Duties include collection of documents from applicants required for visa processing, Checking documents provided by applicants to ensure that no documents are missing. Verification of documents provided by applicants and then sending it to embassy.
* Once the documents are processed from embassy, required for visa, collecting and sending the documents to respective applicants.
* In case of the reception duties, answering the phone and directing it to the concerned person requested by the customer/client .Prepare correspondence and documents.
* Job role also involves receiving and sorting mail and deliveries, schedule appointments as well as maintain appointment diary either manually or electronically.
* Duties also involve important tasks such as organizing conference and meeting room bookings, co-coordinating meetings, organizing catering and also monitor and maintain office equipment.
* Other tasks include controlling inventory relevant to reception area, tidying and maintaining the reception area and making note of important calls which need to be addressed if concerned person is in meeting or not available.

**UFO – Customer Service Representative, Team Leader** **Aug 2018-Dec 2018**

**United Foundation of Olympiads – Dubai, Sheikh Zayed Road**

* Working as Team Leader customer service and Telesales – Managing a team of telesales executives and providing customer service whenever required. Also, sharing attendance on daily basis and preparing daily, weekly and monthly reports to the management.

**MTCX Commercial Brokers (Insurance) – Tele caller Jun 2017-Sep 2017 MTCX Commercial Brokers–Bur Dubai**

* Worked as a Tele caller – To sell life insurance and banking products over phone, to contact potential or existing customers to inform them about a product or service using scripts, to answer questions about products or the company.

**Data Entry Operator – Intern Jun 2015- Aug 2015 Technozs Consultants LLP- India, Hyderabad**.

* Worked as Data Entry Operator and collecting relevant data in the organization.

**Extra-Curricular Activities:**

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| **Mock Bazaar Competition** | **Sep-2013** |

* Decide the business idea and generate a business plan.
* Present the business idea through actual product or services, or a prototype.
* Accepting and handling the views and objectives of jury and audience.

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| --- | --- |
| **Lingaraj College 100th Anniversary – Volunteer** | **May-2014** |

* Greet guests and directs them to the location.
* Supportandencouragepeer/friendinperformingactivitiesincollaborationwithother providers.

**Skills:**

* Communication Skills, Problem Solving Skills, Teamwork Skills.
* Languages: English, Hindi, Kannada & Urdu.
* Thorough knowledge of Microsoft office applications (MS Word, PowerPoint, Excel, Office)

**Interests:**

* Socializing with people, Traveling, Music, Dancing.

**Contacts:**

Personal Contact : khatunbi-399288@2freemail.com

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598

 Email: feedback@gulfjobseeker.com

**Declaration:**

* I hereby declare that all the above mentioned information given by me is true and correct to the best of my knowledge and belief.

(Khatunbi)