**SHARIFAH**

Email Id: [sharifah.341169@2freemail.com](mailto:sharifah.341169@2freemail.com)

**Receptionist / Administrative assistant**

**With 4 years’ experience**

Deira, Dubai

**Career Objective**

To get a challenging role in the administration department where I can utilize my skills and experience and give a satisfactory service to the customer. It should also provide me as with financial stability.

**Career Summary**

* A well-presented, articulate and confident individual with a proven ability to provide exceptional customer service and ensure that customers leave with a lasting positive image
* Experienced in project management.
* Experienced in working with a team and people of different nationalities.
* Experienced in administrative support.
* Experienced in providing the best service to the customer.
* Experienced in process improvement and management.

**Personal Qualities**

* + Excellent time management skills and the ability to prioritize work
  + Attention to detail and problem solving skills
  + Knowledge of office management systems and procedures
  + Keeping self-calm in the situation of conflict.
  + Remarkable patience and motivational skills
  + Unmatchable communication skills in written and verbal both.
  + Strong analytical and helping skills

**Work experience.**

**COMPANY NAME: Sharaf Trading LLC. (DUBAI)**

**POISTION HELD: Customer Care Representative**

**DURATION: September 2013-2015**

**Responsibilities:**

* Responding to customer inquiries and complaints in a calm and efficient manner.
* Implementing company refund and exchange policy
* Registering and solving customer complaints
* Facilitating customers with services from the suppliers
* Responding to correspondences through e-mail between companies and its existing business partners.
* Filing and copying and faxing of sensitive information.
* Consistently exhibits high standards of professional conduct.
* Working with courtesy, tact, and diplomacy in dealing with others, and the ability to work cooperatively as part of a team.

**COMPANY NAME:MOVE COMMUNICATIONS AGENCY**

**POISTION HELD: Reception**

**DURATION: 2012-2013**

**Responsibilities**

* Answering and direct phone calls
* Organizing and schedule appointments
* Planning meetings and take detailed minutes
* Providing advice about visas or passports.
* Writing and distributing email, correspondence memos, letters, faxes and forms
* Assisting in the preparation of regularly scheduled reports
* Developing and maintaining a filing system.
* Updating and maintaining office policies and procedures
* Ordering office supplies and research new deals and suppliers
* Maintaining contact lists
* Booking travel arrangements
* Submitting and reconcile expense reports
* Providing general support to visitors
* Acting as the point of contact for internal and external clients
* Liaising with executive and senior administrative assistants to handle requests and queries from senior managers
* Tracking reports and over roll projects.
* Ensuring that projects are run in a compliance with the organization requirements.
* Monitoring resource utilization.

**Computer Knowledge**

* Well versed with the use of computers
* Well versed with the excel, outlook, Microsoft,

**Achievements**

* Receive many appreciations from customers for providing best services.
* Best employee of the year

**Academic**

* Diploma in tours and travel
* Certificate in business administration

**Personal Details**

**Languages Known – English  
Marital Status - Single**

**DOB – 20/12/1989**

**Visa Status-Visit visa**