### Experience



# DOREEN

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# Objective

Highly motivated, hardworking and confident with extensive Four years experience in Customer service, Administration and secretarial roles looking forward to work in a company that will utilize my professional skills which yield to excellent results. I am determined to serve diligently, a first learner and always ready to adopt change for the better.

# Skills & Abilities

Excellent team player with good interpersonal and communication skills, acquired knowledge in dealing with challenging task, Self motivated to continue amidst hardships, hard working, empathetic with good leadership skills, enthusiastic , self driven and initiative, ability to take on a task and finish it both independently and in a team

Altanmyah Services (Dubai Islamic Bank)

April 2013 to date

My duties have included the following as an Office Assistant, document controller for one of the leading Bank in UAE.

* Devised and implemented a new filing and indexing system for files, resulting in greater ease of access and a more time-efficient process.
* Typed, printed, faxed and photocopied necessary bank documents as required
* Presenting a professional and friendly first impression to all visitors and clients.
* Attended to Daily reports for the branch.
* Organizing stationery orders and liaising with suppliers to meet business requests.
* Attended to different customer applications followed the necessary procedure and on time.
* Sending and receiving bank documents, courier packages to and from other branches on a daily basis.
* Attended to customer’s complaints and queries in a proper manner which has led the branch to be of low risk
* Attended to all opening accounts, update information for the customers which has led to quick and accurate processing.
* Following up Customers’ queries by calling them on a daily basis for any updates on behalf of the Manager.

September 2009 to 2012

Customer Care Associate/Dealer, Fortuna Co. Ltd

**DUTIES PERFORMED**

* Customer care
* Receiving cash
* Participating in balancing of accounts
* Mental calculations while dealing with Gamblers

October 2008-August 2009

Secretary, Mulago Paramedical of Schools

**DUTIES PERFORMED**

* Typing all necessary documents and correspondence as required
* Printing any supplementary notes as required
* Handled finances related to my work and registered new student members joining the School

### Education

**2007-2009: Mulago Vocational Training Centre(UGANDA)**

Diploma in Information Technology and Computer Service

**2003-2006: Bubaare Secondary School(UGANDA)**

Uganda Certificate of Education

**1996-2002 Nyabikooni Primary School (UGANDA)**

Certificate of Primary Leaving Examinations

**COMMUNICATION**

A key part of my work experience has been to communicate both internally within the Companies I have worked for and with the general public. I enjoy this aspect of my work greatly and pride myself on my communication skills.

### LEADERSHIP

Currently as a Senior Office Assistant I am responsible for managing all the bank’s documentation, courier packages, follow up Customer’s requests and make sure I deliver on time and give clear reports and feedback to the Bank Manger.