**Meena**

**E – Mail:** **meena.380966@2freemail.com**

**Objective:**

**My objective is to work with a growing organization where my skills, experience and abilities**

 **will be utilized to the maximum for mutual growth and benefit.**

**Total Work Experience: 9 years and 3 months.**

**(a) Worked for UAE EXCHANGE CENTRE LLC, Sharjah Immigration Branch**

 **(From March 8th2008 till May8th2013. )**

 **Job Title: Officer.**

**Job Responsibilities:**

1. Assessing the customer's requirements, regarding money transfers and guiding them in choosing

 the right product, thereby ensuring customer satisfaction.

1. Successfully handled customer complaints and customer enquiries regarding various products over the phone and across the counter.
2. Promoting various allied products, investment products (National Bonds, Mashreq Millionaire, FGB

 Saving Certificate) to prospective Customers.

1. Handled large volume of cash as a single window cashier for a period of 4 years.
2. Handled NRE A/c openings for customers from Indian Corridor.
3. Processing error free transactions for customers of diverse nationalities in accordance to UAE

Central Bank guidelines and AML policies as instructed by the organization.

1. Motivating and Helping team members in achieving team targets.

1. Efficiently handled branch accounting.
2. Preparing and sending various month-end reports with respect to Accounts to our head office.
3. Processing corporate transactions for our corporate clients.
4. Preparing PowerPoint presentations and presenting the same in inter branch meetings.
5. Guided new team members in day to day operations by clearing their queries.

**(b) Worked for EMERGE Professional’s Management Senate PVT. Ltd. Dadar, Mumbai.**

**(From November 9th2006 till December 11th2007. )**

 **Job Title: Program Coordinator.**

**Job Responsibilities:**

1. Promoting the various Programs of the Company from time to time.
2. Surfing the net for compiling the database of prospective Clients.
3. Preparing Effective Communication to be sent to various prospective clients.
4. Solving the queries of Clients through e – mails or fax or on the telephone.
5. To work & co-ordinate with the team for achieving team – targets.
6. Making and maintaining various Reports to be sent to our senior Managers.
7. Registering the students for our in house programmes at National Level.
8. Sending the Application forms for the students.
9. Coordinating with the Lecturers / Principals /Directors of various Educational Institutions and providing assistance to them to ensure smooth implementation of our Programs.
10. Sending the syllabus for them and fixing the dates of student's examinations at National Level.
11. Sending the Question Papers and Answer Sheets and correcting the written Answer Sheets.
12. Sending the Practical Assignments for the students of various educational institutions.
13. Short listing the deserving students for the final round of Telephonic Interview and sending the

required correspondence to the winners of the Program.

1. Preparing and sending the Certificates for the Winners and the Participant Students.
2. Helping my team members and coordinating with my superiors for the smooth functioning of our day-

 to-day activities of the organization.

1. Fixing Appointments and providing back-end support for marketing team.

**(c) Worked forYoungLadiesHigh School, deputed by AdvancedSchool of Computer**

**Information India Pvt. Ltd., Mumbai(From June 28th 2004 to November 08th 2006.)**

 **Job title: Centre – in Charge of Computer Lab.**

**Job Responsibilities:**

1**.** Played a key role in team building and motivating the subordinates.

2. Taking lectures of the students both theory and Practical in Computer modules.

3. Successfully conducted the Teacher’s training in the school for learning Computer Operations.

4. Preparing online examination papers and successfully conducting the exams for the Students.

5. Preparing various weekly, monthly reports.

6. Solving queries, problems of my team members.

7. Hosted Project exhibitions and successfully conducted Computer Quiz for the students in the School.

8. Taken appraisal’s of my team members at regular intervals and monitoring their performance.

**Achievements:**

1. Successfully trained subordinates.

2. Appreciated by the management for efficiently conducting Teacher's Training with respect to use

 of MS Office Applications.

3. Initiated the formation of Computer Club in the School for the students.

4. Appreciated by the company for my efforts in making power point presentations (computer aided

 learning) for school students.

**(d) Worked for TATA AIG LIFE INSURANCE Company in Mumbai, India**

**(From April 29th 2004 till June 27th 2004.)**

 **Job title: Insurance Advisor.**

**Job Responsibilities:**

1.Cold Calling customers from the database provided by the company.

2. Fixing appointments for face to face meeting with clients regarding Insurance Policy.

3. Travelling to Client's Office or home for meeting.

4. Preparing presentations for various Policies and helping clients to choose the best plan after correctly

 assessing their requirements.

5. Handling objections and clearing doubts with respect to various plans for prospective clients with the

 help of senior associates.

6. Finalizing and closing deals by completing the paper work formalities with respect to the plan chosen

 by the client.

7. Collecting the Insurance premium from clients and depositing the same with the company.

**Other Work Experience:**

(a)Worked as a Teacher for 1 year in OxfordEnglishHigh School, Thane.

(b) Worked as Receptionist, cum cashier, in Jupiter Scanning Centre at Thane.

**PERSONAL DETAILS:**

Educational Qualification : B.Com from MumbaiUniversity year April 1998.

Technical Qualification : English Typing @ 50 w.p.m.

Computer Knowledge : MS Office (Word, Excel and PowerPoint) Internet, E- mail,Tally &

Outlook.

Marital Status : Married.

Visa Status : Visit Visa

Date of Birth : 18th December, 1976

Languages Known : English, Hindi, Marathi, Urdu and Malayalam