**Reshma**

**Nationality** : India

**Date of Birth** :12th January 1988

**Gender / Marital Status** : Female / Married

**Languages** : English, Hindi, Urdu, Marathi, Basic Arabic

**E-mail** : [reshma.392392@2freemail.com](mailto:reshma.392392@2freemail.com)

**Address** : Ajman UAE

**Visa Status** : Residence Visa

**Driving License** : Yes

**Career Objective:**

Looking for an organization that can provide me with a challenging and stimulating career and the opportunity to expand and apply my knowledge and skills, which I have gained throughout my education and work experience.

**EDUCATION QUALIFICATION:**

**Maharashtra State Board, Mumbai – India**

**Certificate:** Higher Secondary Examination | **Year:** 2005-06

**Maharashtra State Board, Mumbai – India**

**Certificate:**Secondary School Examination | **Year:** 2003-04

**Mumbai University, Mumbai – India**

**Certificate:**Graduate | **Year:** 2007-2008

**PROFESSIONAL QUALIFICATION:**

**Diploma in Airport Ground Services (AGS)Training** from **Livewel Aviation Training Academy**, Mumbai.

**WORK EXPERIENCE:**

**Abu Dhabi, AE**

**Designation** : Business Development Manager / Administration Assistant

**Tenor of Job** : December 2016 till August 2018

**Job Description:**

* Achieve personal sales targets by developing new business with existing and potential clients.
* Create and implement a structured plan to achieve set targets and strategies.
* Undertake cold calling, schedule and attend client meetings and ensuring to meet the targets as set by management.
* Participate in sales campaigns to drive revenue and increase product growth.
* Actively and successfully manage the sales process: lead generation; credentials pitch; solution pitch; negotiation; close; handover to the account management team.
* Prepare proposals and detailed costing and prepare contract documents for review by Sales Director prior to negotiation with clients.

**Abu Dhabi, AE**

**Designation** : Cash Supervisor / Shop Administration Assistant

**Tenor of Job** : September 2013 till November 2016

**Job Description:**

* Monitoring the billing process and supervising the Counter Services staff.
* Meeting the sales targets and controlling operational expenses.
* Ensuring store team compliance with all store policies and procedures.
* Anticipate and recognize specific opportunity or problems, and address the same in a constructive manner.
* Reporting to the senior management regarding the daily sales and targets.
* Drives continuous improvement in stockroom processing and replenishment procedures.
* Coaching and motivating the team members to accomplish store goals and maximizing their performance.
* Ensuring the compliance to the Mall’s standards and policies.
* Coordinating with the Mall Management as and when requires.
* Reports to the Store Manager on store performance, daily sales and other issues.

**Mumbai, IN**

**Designation** :Receptionist

**Tenor of Job** : June 2012 till May 2013

**Job Description:**

* Handle Incoming Calls and Outgoing Calls
* Achieving the target.
* Inventory Management.
* Handle walk in patient.
* Turn up calls into sales.
* Provide training to new staff.
* Cash management.
* Courier medicine all over the world
* Organize Office Operations and Procedure.
* Liaising with Staff, Clients and Suppliers.
* Preparing Letters, Presentations and Reports.
* Preparing Petty cash vouchers and Statement and submitting in the head office for reimbursement.

**Mumbai, IN**

**Designation** : Customer Service Executive

**Tenor of Job** : April 2008 till November 2011

**Job Description:**

* Passenger Check In and Flight Boarding.
* Passenger Assistance & facilitation.
* Pre-flight documentation.
* Post flight documentation.
* Queue-combing for passenger.
* General declaration for flights.
* Preparing property irregularity report.
* Baggage clearance through customs.

**COMPUTER SKILLS:**

* MS Office 2010 - MS Word, Excel and Power point.

**Skills & Key Attributes:**

* Ability to pick up new skills and knowledge quickly and blend with the dynamic environment.
* Effective communication and interpersonal skills.
* Have capability to meet pressure deadlines.
* Flexible, Innovative, adaptable & motivated to work hard.
* Hold firm belief in the effectiveness of teamwork.
* Good interpersonal and leadership capabilities.
* Achieving reliable and promising result.

**REFERENCE:**

To be furnished upon request.

**DECLARATION:**

I certify that the above particulars are true and correct to the best of my knowledge.

**Reshma**