

# Sara Jawish



## Professional Goals

Biomedical Engineer where I Managed within a work team, the escalated customers issues and resolved dental devices problems, Hardworking Succeeded Dental department, installations and maintenance services, Accomplished various administrative functional, quotations and coordinated with customers & Suppliers. Experience in handling customer service with various companies .

## Contact

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### Address:

Sharjah, United Arab Emirates

## PERSONAL INFORMATION

- Date of Birth : 30.11.1992
- Sex: Female
- Marital Status : Single
- Driving License : Valid license (UAE) +Car
- Visa : Residence (Father sponsor )
- Languages : Arabic & English ( Write & Speak)

## EDUCATION

AJMAN UNIVERSITY - B.S.C. in Biomedical Engineering - OCT 2015

## TECHNICAL SKILLS

- Customer relationship Management ( CRM )
- Microsoft office ( Excel , WORD , PowerPoint , Outlook).
- LIDPRO Scanning Program.
- BOLT Program / OPTI-q Client .
- Maintaining daily communications with customers to ensure resolution and proper follow-up, leading to customer satisfaction.
- Finneone (CAS).
- SharePoint .
- Microsoft Teams / Zoom.

## COURSES

- Autoclave With Scicsn in Dubai.
- X-ray With BMI in Dubai .
- CRM with Etisalat in Dubai.
- Professionnel Customer Service with Vfs Comapany in Dubai .

## TRAINING

- Trained in Khalifha Hospital ( Al Mazroui Group ) on medical devices and Coordinator work .
- Trained in Al-Qasimi hospital( Gulfdrug comapny ) on Dental chairs .

## Work Experience

### Verification associate

#### Tanfeeth Emirates NBD | Feb - March 2021

- Reviewed Clients applications and their employers in order to complete their loans registration.
- Updated data in the Finneone ( CAS ) system and Excel .
- Moved the deals to the next phase to proceed it.

### INTERNSHIP TRANIEE- OPERATIONS

#### VFS Global - Dubai | Jan- April 2020

- Achieved customer satisfaction rating of 100 % throughout the duration of employment.
- Successfully achieved personal and team targets .
- Ability to successfully handle over 400+ customer queries on a daily basis.
- Successfully trained all the new joiners about the process and procedures.
- Solving Customer inquiries and concerns.
- Answering queries and guiding applicants on the rules and regulations of the mission about the Visa Applications.
- Quality Checks of the Visa Applications as per the requirements set by the UK Embassy.

### CRM-DATA ENTRY

#### Etisalat | MAR 2017 – MAY 2018

- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance
- Prospered database documentation validation training for staff.
- Mentoring program effectively for 25 staff in 2017; reduced system's errors by 60%
- Achieved positive impact on CRM overall with an effect of 30% among other staff.

### BIOMEDICAL ENGINEER & Service coordinator

#### VFJCI medical solutions | Jan- Aug 2016

- Managed within a work team the escalated customers issues and resolved 100% of devices problems
- Improved operations in 97% and provided exceptional customer Services.
- Accomplished various administrative functional, quotations and coordinated with customers &Suppliers.
- Overhauled PPM, CM reports, and checklists, resulting in increased usability and reduced run time performance by50%.
- Succeeded Dental department, installations and maintenance services, designed training and peer-mentoring programs; reduced on lodging time for new clinics by 80%

## SKILLS

- Team player.
- Problem Solver .
- Time management .
- Muti-Tasking .
- Ability to work under pressure .
- Detail-Oriented.
- Flexibility .
- Customer service skills.
- customer complaint resolution.
- Excellent communication skills .