



**MANI MEHTA**  
**Sharjah, U.A.E.**  
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**An English (Hons.) Graduate with more than 12+ years of experience in the field of Office Administration, Relationship Management, Customer Service and Computer Operations.**

**Total years of Experience: 12+ years.**

**Current location : Sharjah, U.A.E.**

**CORE COMPETENCIES**

General Office Administration, Documentation, Computer Operations, Inventory Management, Client servicing.

**MARKET EXPOSURE:** Dubai, Qatar and India.

**ACADEMIC BACKGROUND**

B.A. English (Honors) from Hindu College, Delhi University.

**CERTIFICATION(s), PROGRAMME(s) attended:**

Franklin Coveys workshop: 7 Habits of highly effective people.

Customer Service training held by American Express Cards – Dubai

Management training held by Deira City Centre – Dubai

**IT SKILLS**

MS Office / MS Word, MS Excel and Internet Applications.

**SUMMARY OF SKILLS AND EXPERIENCE**

A competent professional with over 12+ years of experience in the field of Office Administration, Documentation, Computer Operations, and Customer Service.

Adept at handling day to day activities in co – ordination with internal / external departments for smooth operations.

An enterprising leader with strong analytical, problem solving, planning, budgeting and organizational abilities.

## **PROFESSIONAL EXPERIENCE**

**August 2019 – Till date BRITISH COUNCIL – U.A.E.**

### **VENUE STAFF FREELANCER**

Ensuring all sets of examinations are delivered efficiently and effectively.

Accountable for maintaining the integrity of the examinations providing high standards of customer service, security and administration.

Ensuring all relevant guidelines and policies are applied and followed, keeping in mind the confidentiality and sensitive nature of the role.

**April 2012 – January 2014 DELHI PRIVATE SCHOOL – Sharjah – U.A.E.**

### **ASSISTANT TEACHER FOR KG 2.**

Teaching the students of KG2.

Daily classroom management.

Monitoring student behavior and individual student progress.

Sharing all academic and extra-curricular activities with the class teacher to accomplish overall development of students.

**February 2010 – March 2011 at HMC Company – Sharjah – U.A.E.**

Company – Hospitality and Marketing Concepts established in 1988 dealing in loyalty cards for around 875 Hotels in G.C.C. and other countries.

### **CUSTOMER SERVICE / CALL CENTRE EXECUTIVE**

#### **Job Profile / Key Responsibilities**

Handling the reception area professionally.

Collecting and compiling data of potential clients by contacts and lead generation.

Making sure the product is explained carefully to the client as we are the voice and consultant of the company.

Contacting and filling in client information.

Converting calls into sales by canvassing and explaining the company's product clearly and convincingly to the client.

Following up on all clients and potential customers for sales generation.

Input of clients data in the computer.

**June 2007 – September 2009 at Apeejay School – Kolkata – India.**

Company – Surendra Apeejay Group having schools, hotels and other business interests all over India.

### **EXECUTIVE - ADMINISTRATION**

#### **Job Profile / Key Responsibilities**

Inputting all data of student's records and files.

Contacting, attending parents and assisting them wherever required.

Handling the reception area whenever required.

**January 2003 – April 2007 at Shoe City – Brantano – Dubai office**

Company – Jawad Business Group – A multinational co. having chain of retail stores and fashion franchisees with head office in Bahrain and stores all over G.C.C.

**EXECUTIVE – OPERATIONS**

**Job Profile / Key Responsibilities**

Co-coordinating with the internal cross functional departments/offices for smooth execution of day to day business operations

Cross-checking vendor's bills, making local purchase orders, ensuring timely delivery of items and stocks.

Preparation of all management reports, weekly and monthly reports of sales.

Assisted in composition of legal documents, reports, correspondences, memos and forms.

Compilation of daily reports necessary for accurate staffing, bearing stock preparation, supply reordering and logistics.

Designing and implementation of various marketing and promotional activities.

**January 2001 – Dec. 2002 at Shoe City – Brantano – Doha office**

Company – Jawad Business Group – A multinational co. having chain of retail stores and fashion franchisees with head office in Bahrain and stores all over G.C.C.

**CUSTOMER CARE OFFICER**

**Job Profile /Key Responsibilities**

Interfacing with the clients at the store and resolving client queries and grievances through professional interaction and follow up with various departments to ensure on time resolution of problems, thus increasing customer satisfaction and confidence.

Strategizing policies and procedures in the operating system to achieve greater customer satisfaction.

Book keeping, budgeting, bill payments, banking and invoicing.

Following up with vendors for timely deliveries, quality check and ensuring timely payments are met.

Maintaining periodical stock checks ensuring no variance or discrepancies.

Reviewing and interpreting the market trends and client feedback to attune better business strategies.

**PERSONAL DETAILS**

Date of Birth: 22<sup>nd</sup> January, 1969

License : Having a valid U.A.E. driving license

Passport No. : Z 1370062

Gender : Female

Visa Status : On husband's visa