



zebamuhammad1@gmail.com



971 56 325 2397



Arabian Gates Building, Dubai

ZEBA MOHAMMAD DILSHAD

PROFESSIONAL SUMMARY

Outgoing Office Administrator with 3 years of experience with talent multitasking to complete daily duties while resolving issues as arise. Adept in personal time management while simultaneously greeting visitors, managing phone switchboard and tackling requests made by staff. Friendly and respectful with positive attitude that creates warm and inviting office atmosphere.

WORK HISTORY

May 2024 - Present

Global future worldwide solution – Telesales agent

- RESPONSIBILITIES: -
- Contacting potential or existing customers to promote our product.
- Maintain accurate records of sales activities and customer interaction in CRM system.
- Asking questions to understand customer requirements and close sales.
- Provide exceptional customer service to build and maintain strong relationships with client
- Go extra miles to meet sales quota and facilitate future sales.
- Keep records of calls and sales and note useful information.

January 2023 - June 2023

New way insurance - Telesales agent (Part Time)

- RESPONSIBILITIES:-
- Contacting potential or existing customers to inform them about medical insurance policies.
- Answering questions about Insurance and company.
- Asking questions to understand customer requirements and close sales.
- Enter and update customer information in database.
- Go extra miles to meet sales quota and facilitate future sales.
- Keep records of calls and sales and note useful information

EDUCATION

Diploma in International Airline
And Travel Management, Aviation
IITC, New Delhi
February 2016

- Diploma in International Airlines and Travel Management from India International Trade Center (IITC) which includes
- World Geography
- Fare Calculations
- Global Distribution System (GDS) AMADUS

LANGUAGES

Hindi

English

Urdu

PERSONAL DETAILS

Date of Birth: 10th Nov 1990

Nationality: Indian

Marital Status: Married

Visa Status: Residence

Gender: Female

December 2021 - April 2022

Al Ibtikar Al hadeeth Technical Works - Office Secretary, Dubai, United Arab Emirates

- **RESPONSIBILITIES:**

- Answering and directing phone calls
- Renewing employees Visa, Insurance and company trade license.
- Conducting face-to-face meetings with clients for upcoming events.
- Responding to all client emails and queries.
- Maintaining ongoing relationships with clients, including preparing reports within SLA.
- Organizing and distributing messages and emails.
- Maintaining company schedules for employees.
- Organizing documents and files.
- Greeting business clients and guests.
- Documenting financial information.
- Maintaining and ordering office supplies.
- Prepare LPO, tax invoices

February 2017 - January 2019

Pan Asian Media Mfz LLC (Advertisement and PR Agency) - Office In charge, Al Rigga, Dubai, United Arab Emirates

- **RESPONSIBILITIES:**

- Assist with general day-to-day administrative tasks.
- Organizing press conferences, coordination, and liaison.
- Prepare press invites, disseminate to media, and follow up with them.
- Press release distribution to media all over GCC.
- Prepare media monitoring reports for PR clients.
- Managing all day-to-office details of Gulf Property, Middle East is leading magazine for real estate sector.
- Upload based on real estate content on Gulf Property Website
- Creation and Distribution of e-newsletters targeting experts in real estate sector, identifying, and uploading news, views, and analysis in timely manner, on company website
- Handling calls, coordination between editorial and management, guest relations and organizing and attending press meets.
- Handle large amounts of paperwork's and data.
- Work within busy office environment, and support office teams to ensure smooth running of day-to-day activities.
- Effectively & professionally answering telephone and dealing with enquiries
- Meeting and greeting clients and visitors to office.
- Communicate clearly with work colleagues using emails etc.
- Handle petty cash, floats, and expenses.
- Continually meet and exceed operational and administrative expectations of employers
- Provide accurate administration of all paperwork generated at Office level

- Quickly learn about new in-house database systems.
 - Find and obtain information and documents quickly
 - Managing clerical or other administrative staff.
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SKILLS

- Analytical mind to identify problems and implement effective solutions
 - Flexible by nature.
 - Positive attitude.
 - Self confident and Hard working.
 - Capable of working in team.
 - Highly detail - oriented and organized.
 - Strong organizational, administrative, and analytical skills
 - Tech Savvy with ability to quickly learn new software and hardware attributes.
 - Excellent in Microsoft Word, Microsoft Excel.
 - Capacity to make quick but rational decisions.
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PERSONAL INFORMATION

- Passport Number: Z3714242
- Father's Name: Mohd Dilshad
- Date of birth: 11/10/90
- Gender: Female
- Nationality: Indian
- Marital status: Married
- Visa status: Residence Visa