

Sidra Tul Muntaha

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PROFESSIONAL SUMMARY

A Multi-tasking Team Leader offering 10 year background with progressive advancement in Operations & Customer experiencing management. Focused on driving employee performance, achieving team goals and delivering consistent, on-time project completion. In pursuit of a new professional opportunity that offers room for advancement and continuous career development.

SKILLS

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|-------------------------------|--------------------------|-----------------------------|
| • Team Management | • Strategic Partnerships | • Budgeting Management |
| • Trouble Shooting | • Risk Management | • Customer Service |
| • Strong Interpersonal Skills | • Cold Calling | • Project Management |
| • Goal-Oriented | • Time Management skills | • Networking Skills |
| • Excellent Negotiator | • Business Development | • Proficient in MS Office |
| • Highly Competitive | • Leadership Skills | • Telesales / Telemarketing |

WORK HISTORY

TEAM LEADER & ACCOUNT MANAGER IN SMB DEPARTMENT

Etisalat

(Feb 2015 - Present)

- Acting as a single point of contact for Channel Partner Processor's. Support daily activities of the operational, sales support, functions and processing. Participate in cross-team coordination. Manage internal tasks in order to let the team fulfill all of its internal duties on time, which results in achieving set KPIs.
- Regular reviews, monitoring and reporting of service performance and performance measures to Senior Managers & Directors to identify variances provided constructive criticism regarding quality assurance on collections team phone calls.
- Supports Channel Partner Managers in the areas of processing, New Channel Partner Setup, New Products and Training.
- Monitoring team and expediting process for all aspects of operating procedures and company services.
- Working with the top management team to implement the proper division of responsibilities and special projects.
- Collaborated with other leaders and executives to direct workflow and support operations.

SALES-CUSTOMER SERVICE REPRESENTATIVE

Etisalat

(Dec 2012 – Jan 2015)

- Reached out to customers after sales to suggest additional service or product purchases and inquire about needs or concerns
Handled all customer relations issues in a gracious manner and in accordance with company policies and resolving disputes
- Handling customer complaints in person and organizing with different teams to resolve complaints, Achieved High customer satisfaction in resolving complaints and disputes
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration
- Managed cash stock and inventory balances, Handling all cash /cheque & card transactions
- Achieved high sales percentage with consultative, value-focused customer service approach, which resulted in increase of sales and KPIs, achieved
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

SECRETARY CUM ADMIN IN SERVICE DELIVERY & CUSTOMER SUPPORT

Etisalat

(July 2011 – Nov 2012)

- Recruited, interviewed and hired classified staff and processed all paperwork for classified and certificated staff's hiring, resignations, salary and tuition reimbursement, leaves of absence, contracts and funding changes. Maintained personnel records
Prepared & presented reports to the management such as monthly and yearly reports
- Providing comprehensive secretarial, documentation and database support and handles the day-to-day office requirements of the Department/Division/Section
- Ensuring confidentiality of information, office files, records, documents and databases handled
- Oversaw inventory activities, including materials monitoring, ordering or requisition and supply stocking or re-stocking
- Drafting routine memos
- Responded to emails and other correspondence to facilitate communication and enhance business processes.

IPTV (E-LIFE) PROMOTER AND TELESALLES

Etisalat

(June 2010 – June 2011)

- Identified and qualified customer needs, developed sales strategies and negotiated and closed profitable projects with an 85% success rate
Serviced accounts on a regular basis to propose new products or services and maximize revenue
- Selling Customers for New E-life Connections or Migration and Offering TV connections
- Promoting, Upselling and demonstration Elife Services
- Maintained strong call control to keep customers focused on sales offerings.

EDUCATION

- MBA Marketing**
University of Business and International Studies - Dubai
- MBA Operations Management**
Jaipur University - Dubai
- BBA Accounting**
American Heritage University – Dubai

INTERESTS

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|------------|--|---------------|--|-------------------------------|
| • Swimming | | • Basket Ball | | • Passionate about Travelling |
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LANGUAGES

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| • English (Fluent) | | • Urdu, Hindi (Native) |
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CERTIFICATE AND AWARDS

- Advance Diploma in Business Administration, London City College Dubai
- Rewarded with Excellence award for outstanding performance , Etisalat

ADDITIONAL INFORMATION

- Nationality: Pakistani
- Driving License: UAE Driving License
- Visa Status: Father's Sponsorship
- Availability: **Immediate**