

Aliya Shafi khan

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Personal Profile

Name : Aliya Shafi Khan
Date of Birth : 13th Oct 1987
Nationality : Indian
Marital Status : Married
Visa Status : Sponsorship
Religion : Muslim
Languages Known : English, Hindi, Urdu, kannada and Arabic (read and write)
Driving Licence : Holding Driving licence of Abu Dhabi from June 2008

Education Qualification

Completed Higher Secondary School from Vidyaniketan Public School, Mangalore - India
(Affiliated by ICS Education, Delhi).

Technical Qualification

Completed knowledge of MS Office like Ms-Word, MS-Excel,
, course done in visual basic..

Diploma in IATA/UFTAA from Asia Travel / Tourism, Abu Dhabi. IATA/UFTAA

INCLUDES:

Air Fare & Ticketing, Car Rentals, Hotel Management, Customer Service, Land transport
(Rail), Water transport (Ferry) and Air Transport essentials.

Achievements

Attended seminar and awarded First Gulf Bank (FGB) sales certificate program on 01st December
2008, through (MEIRC) Training and consulting.

Awarded appraisal of the year 07 Feb 2008 in First Gulf Bank (FGB)

Strength

Good communication skills
Cooperative and understanding while working in group
Analytical mind in problem solving
Completion of assignments in time
Instinctive acceptance of the rules and regulations
Self motivated and motivates others
Responsible, punctual and reliable
Hard working.

Working Experience

Working in ESTEEM FINANCE COMMERCIAL BROKERS as Sales Officer since March 2022 till date.

Job Description:



- Providing Customers with relevant information about the Card details.
- Processing Customer documentation.
- Keep track on customer follow ups.
- Maintaining customer's confidential documents.

Worked in ZIA PUBLIC SCHOOL KANDLUR, KARNATAKA as Administrative Assistant from June 2017 till July 2021.

Work Summary:

Dealing with general correspondence including emails, faxes & mails.
Maintaining and updating information on daily basis about the school records, meeting up with teachers regarding the school schedules.
Assist document control department in maintaining, preparing, recording, dispatching an required documents to the education Board.
Checking up the CCTV recorded videos on daily basis & during emergency purpose.

Worked in ABU DHABI ISLAMIC BANK, Dubai as TELESales EXECUTIVE in CARDS LOYALTY Dept (Balance Transfer/Cash On Call) from Sep 2014 - Nov 2016



Balance Transfer & Cash On Call at the competitive rates processing fee.
Keeping Customer Details confidential.
Providing Excellent Customer Support
Follow Up customers

Worked in Barclays Bank PLC, Dubai as a Telesales Officer in Retail Banking Department (Spend & dormancy) from July 2011 till April 2012.

Work Summary



Existing Credit Card

Adding up Credit Shield Insurance

Activation and Redelivery

Balance Transfer & Quick Cash at the competitive and lowest interest rates

Providing Excellent Customer Support

Worked in First Gulf Bank (FGB) Abu Dhabi as a Senior Telesales Executive in Retail Banking Department from Jan 2007 till March 2009.

Work Summary



Marketing of consumer products

Briefing the customer about the product

Providing customer support

Preparing relevant documentation & periodical reports

Maintaining customers confidential documents

Worked in M/s. Asian Gulf Travel & Tourism, Abu Dhabi as a Reservation Agent from Sept 2005– Dec 2005.

Work Summary



Handling reservation calls

Quoting fares

Maintaining reports

Checking queues