



## Tazeen Ara

### ACCREDITATION COORDINATOR



Dubai, United Arab  
Emirates



tazeenali23@gmail.com



DUBAI:- +971568819883

### PROFILE

I am seeking opportunities to join a company that can help me in enhancing my skills, strengthening my knowledge and realising my potential. I am willing to explore a wide variety of opportunities that can help me gain perspective.

### SKILLS

Strong Communication  
Effective Time Management  
Active Learning  
Computer skill  
Customer service  
Leadership and teamwork  
Attention to detail  
Administrative skill

## WORK EXPERIENCE

### ACCREDITATION COORDINATOR

#### *EXPO 2020 DUBAI*

July 2021 - Present

- Assist in the management of Accreditation operations onsite and as a key member of the wider event operations team.
- Ensuring excellent customer services are provided to all clients and stakeholders serviced in-person, by phone, email, and/or online.
- Accreditation specialist for the Functional areas, contractors and 192 pavilions of Expo 2020 Dubai.
- Delivery of Accreditation services.
- Providing general support to different Guest Group and handle their requests and queries and ensure timely resolution of any issues.
- Maintaining accurate records and reporting on all client information. Preparing all the accreditation as per the request of the clients .
- Responsible for management and ongoing assessment of the accreditation process with an assigned portfolio.

### ADVISOR VOICE

#### *Reliance SMSL Limited (Jio)*

Sep 2020 - Mar 2021

- Responsible for end to end service of the fibre equipment.
- Responsible to handle customer relationship management.
- Contact point of escalation for customer complaints.
- Handled the delivery of the equipment on a timely basis with 0 errors.
- Contributed towards the growth and expansion of the business in the region.
- Timely managed the requests and fulfilled customer's requirements.

### CUSTOMER SERVICE AND SALES EXECUTIVE

#### *Fairy land boutique*

Sep 2011 - April 2020

- I had experienced a good skill of maintaining the customer to make them buy the product and maintain good value and earn profit to our business.
- Having the experience of account management by maintaining the records of purchase and sales bills to file the tax returns.
- Maintained good quality between customers and management.

## LANGUAGES

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English  
Hindi  
Urdu  
Kannada  
Basic Arabic

## REFERENCE

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**Roberto Junior**

**Operations manager**

**Roberto.Junior@expo2020.ae**

## ACHIEVEMENT

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**Expo 2020 Employee of the month**

## PERSONAL DETAILS

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**Nationality: INDIAN**

**Visa: Residency Visa**

**Marital status:Married**

## CUSTOMER CARE REPRESENTATIVE AND EMAIL SUPPORT

*SeventyMM services Pvt  
Ltd*

Oct 2009 - Nov 2010

- Worked as a support executive level 2 to provide the relevant solution for the queries raised by the customer as per the business requirement.
- Responsible for sales and service of the fibre equipment sourced to the customers.
- Maintaining solid customer relationships by handling questions and concerns.
- Drafting status reports on customer service issues.
- Managing database records.
- Customer support and satisfaction

## EDUCATION HISTORY

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**Masters of Commerce  
(M'COM) | 2011**

**Karnataka State Open University**

After completing the Masters ( M Com) 2009-2011  
Growing my knowledge to improve my skills in - Principles of Management, Marketing, Human resource, training and development, and organizational behavior.

**Bachelor of Commerce  
(B'COM) | 2007**

**University Of Mysore**

After completing 3 years of Bachelor of Commerce(B Com) 2004-2007 - seeking knowledge in accounting, Banking Theory, Income tax, Business statistics, and business Law.