



Tazeen Ara

ACCREDITATION COORDINATOR

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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

English
Hindi
Urdu
Kannada
Basic Arabic

REFERENCE

Roberto Junior

Operations manager

Roberto.Junior@expo2020.ae

ACHIEVEMENT

Expo 2020 Employee of the month

PERSONAL DETAILS

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

**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.