

Suhaira Aboobacker

Email: suhaira.aboobacker@gmail.com **Mobile:** +971-50-7649926



CAREER OBJECTIVE

An enthusiastic and dedicated young graduate in Finance and HR, qualified and talented customer service representative with more than 3 years of experience seeking to work with professionally managed organization. I'm fast, focused and flexible towards achieving the goals. Strong people management and relationship building skills. I look forward for a permanent placement where I can utilize my expertise and knowledge with opportunity for growth and advancement and prove to be flexible to any challenging department within the organization.

PROFESSIONAL EXPERIENCE

Al Dawliyah Insurance Brokers (June 2020 – January 2021)

Position: Insurance Coordinator - Vehicle Insurance

Duties & Responsibilities:

- ❖ Communicate and provide customers with suitable quotes according to their needs.
- ❖ Fill-out and submit applications, issue quotes and maintain client records.
- ❖ Deliver approved policies to clients and explain benefits and risks of the policy.
- ❖ Contact potential clients and create rapport by networking, cold calling using referrals etc.
- ❖ Ensuring the complaints of clients are properly looked into and solved effectively.
- ❖ Assisting with the renewal of insurance policies.
- ❖ Complete administrative tasks including maintaining records and reporting.
- ❖ Respond to client's insurance related questions and issues.

Dubai Statistics Center (Gov. of Dubai), (July 2016 - March 2018) – (Dec 2018 – April 2020)

Position: Customer Service Associate

Duties & Responsibilities:

- ❖ Office statistical surveyor.
- ❖ Completing customer satisfaction survey.
- ❖ Analyzing the day to day work and day to day report making.
- ❖ Responding to customer queries and information through telephone and email.
- ❖ Efficient and professional telecommunication and email correspondence.
- ❖ The projects include:- Dubai Smart Gov., Dubai Municipality, Dubai Sports Council, Dubai Ambulance Services, Dubai Infrastructure, Dubai Judicial Services etc.

Tejari FZ LLC (Semi Govt. Org) – (April 2018-Oct 2018)

Position: Supplier Engagement Coordinator

Duties & Responsibilities:

- ❖ Business Matchmaking Initiatives by identifying potential suppliers for buyer demands.
- ❖ Creating awareness (through emails and phone calls) about bidding opportunities with suppliers.
- ❖ Identifying whether those suppliers are qualified and interested to supply to those buyer demands.
- ❖ Update reports daily, ensuring that the information is accurate and meaningful.
- ❖ Review and update Tejari suppliers' contact information, user information, business categories and email IDs periodically.
- ❖ Coordinating between buyers and suppliers.

EDUCATIONAL QUALIFICATION

Course	Board/University	Major specializations	Year
Bachelor of Business Administration	Amity university (Dubai)	Human resources, Finance	2016

SKILLS

➤ **Personnel Skills:**

- ❖ Effective Communication
 - ❖ Public speaking and Presentation skills
 - ❖ Problem analysis and ability to solve problems efficiently
 - ❖ Customer Service Skills
 - ❖ Quick Learner and able to accept in new environment effortlessly
 - ❖ Leadership Qualities: Able to Impact & Influence the followers
- **Computer Skills:** Proficient in MS word, Excel and PowerPoint, typing speed: 58-60 words per minute (error free)
- **Language Skills:** Fluent in English, Hindi and Malayalam.

OUTSTANDING ACHIEVEMENTS

- Seminar Committee Co-coordinator at Amity University for 2015-'16.
- Elected as president of IGA Ras Al Khor, U.A.E.
- Awarded for other co-curricular activities in Intra School Competitions.

ADDITIONAL INFORMATION

- **Visa status:** Holding UAE permanent visa under Husband's sponsorship.
- **Driver's License:** Posses a valid UAE driving license.
- **Date of Birth :** 08.08.1995
- **Place of Residence :** Sharjah