

Heba Ahmad

Sharjah, U.A.E
+971-54-5537999
hebhoooooba@gmail.com



SUMMARY

An administrative officer with a solid IT background has more than 11 years' experience in different roles seeking to implement my high level of communication and customer services skills in a challenging position.

FIELDS OF EXPERTISE

- Customer service.
- Smart Learning.
- Tele-Sales.
- Call Center.
- IT Administration
- IT teacher

KEY SKILLS

- High level of Ms. Office (Word, Excel and Power Point).
- Windows Troubleshooting.
- Hardworking.
- Excellent Communication skills in both Arabic and English.
- High level of Ms. Office (Word, Excel and Power Point).
- Time Management.
- Convince customers.

PROFESSIONAL EXPERIENCE

Sep – Dec, 2019

Tahseel

sharjah, UAE

Collector

- Managing and collection all the outstanding accounts receivables form clients and customers.
- Resolve customer billing problems and reducing the amount of accounts receivables.

Sep 2018 – March 2019

AL wehda el arabeya school

Dubai, UAE

IT teacher

- Plan Lessons According to Curriculum Standards.
- Perform Regular Hardware and Software Updates on Classroom IT Devices.
- Monitor Student Progress through Administrating Assignments, Quizzes, and Tests.
- Keep Track of Student Grades.

May 2017 – Jan 2018 **American beauty clinic** **Sharjah, UAE**

Sales

- Going to schools and universities to distribute our promotions.
- Follow up with the customers and try to close the deal with them
- Make a report of my sales and check my target.

Sep 2015 – Feb 2017 **Gems Westminster school** **Sharjah, UAE**

- Positive parent partner (volunteer)

Sep 2014 – Dec 2014 **Microsoft (helian) H.H smart learning project** **Ras Alkima, UAE**

Engineering roll out

- Handling all Rak schools distributing the devices.
- Explain to teacher and student how to use the device
- Trying to solve the teacher and principles computer problems.
- Make a daily report for how many laptop left.

Jun 2012 – May2014 **Alfuttaim (hertz)** **Dubai, UAE**

Customer relation executive

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.

March 2010 – May 2011 **Art Heir** **Dubai, UAE**

IT Administrator

- Oversee and maintain all aspects of a company's computer infrastructure.
- Maintaining networks, servers and security programs and systems.

Feb 2007 – April 2009 **Etisalat** **Ajman, UAE**

Call center

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Solving the customer internet problems.

Jan 2005 – Dec 2007 **sharajh ladies club** **Sharjah, UAE**

Secretary

- Ensuring meetings are effectively organized and minute. Maintaining effective records and administration.
- Making memos meetings.
- Checking all requirements for VIP visitors.

2005 – Dec 2006

HSB Bank

Dubai, UAE

Customer service –sales department

- Deducing a customer's needs, answering their questions, and matching them to financial services they may find helpful.
- Checking their credit card and giving customer new credit card offers.

EDUCATION

Sep 2003 – July 2008 **Ajman University**, United Arab Emirates

Bachelor of Sciences in Computer Information Systems

CERTIFICATIONS

Dec 2017

IELTS

TRAINING COURSES AND WORKSHOPS

20 Sep 2020

Ajman university

Ajman, UAE

Google Skills

ACHIEVEMENTS

- Star teacher certificate at Alwehda school (2018)
- Employee of the month at Alfuttaim (2013).

PERSONAL INFORMATION

Date of Birth : 10-4-1984

Nationality : Egyptian

Marital Status : Married

Driving License: Driving since 2005

Visa : husband's visa