

Aliya Khan

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PROFESSIONAL GOAL

To be a well-qualified with proven success in improving operations and solving problems. Highly proficient in building lasting relationships with key decision makers, customers and team members to further company goals. Ready to leverage training and experience to take on new professional challenges.

KEY IMPACT AREAS

- Financial Analysis
- Cash Handling
- Time Management
- Immigration & Visa Processing
- Good Relation Communication
- Documentation control
- Team Coordination

EDUCATION

- **IATA Passenger Ground Staff Diploma**, Zabeel Institute, Sharjah, UAE, 2023
- **B Com Finance**, Sahradaya College of Advanced Studies Kodakara, Thrissur, Kerela, India, 2022

PROFILE SUMMARY

- Budding Administrative professional with over 1 year of experience working as an VisaCoordinator and Operation Associate.
- Skilled in meeting and confirming terms and conditions with customers based on the directives of the management
- Exposed to processing visa and immigration documents and interacting with the respective embassies
- Possess accurate time management, teamwork, and capability of working individually and with multiple teams
- Have effective communication and analytical skills to cater to the business and operational exigencies
- Technical Skills: Microsoft Office – Intermediate, Tally – Beginner, and Web Design Development - Java and HTML – Intermediate

WORK EXPERIENCE

Smart Travel LLC, Sharjah, UAE

Visa Coordinator | Nov 2022 – July 2023

Accomplishments:

- Acquired good knowledge of the UAE labor law and policies. Catered to the B2C segment and coordinated with the sales department to enhance the B2B.
- Presented new ideas to improve organizational assets and revenue

PROFESSIONAL DEVELOPMENT

- Yoga Certification
- Tally ERP Certification
- Webinar Certification
- Web Designing Course

Responsibilities:

- Managed all aspects of visa in the B2B and B2C segments. Interacted with the employees and the suppliers to deal with all applications in compliance with the safety parameters of the client
- Ensure completeness and accuracy of the relevant visa and immigration documents, and receipt within the time limit set by the government
- Prepared fee quotes and any information required by clients, Suppliers or authorities. Assisted the clients in obtaining Visas and other documents
- Up-to-date on the immigration rules and labor law of the UAE for the team members based on the operations and statutory requirements
- Generated and presented various status reports to the senior management and the stakeholders to enable effective decision-making

VFS Global GCC, Dubai, UAE

Operation Associate | Jun 2022 – Aug 2022

Accomplishments:

- Actively involved in the filing and documentation of 20+ persons throughout the day. Managed logistics to mail the passports to the respective holders
- Conducted quality checks and updated the system with the number of applications. Sent documentation of each applicant to the embassy correctly after quality check and logistic

Responsibilities:

- Managed data entry and corrections based on requirements. Verified proper completion of the process and change documentation
- Requested and verified information based on requirements. Ensured accurate and timely completion of cash transactions with cash receipt along cash reconciliation

- Processed daily activities and premium reconciliation for members. Resolved complex situations following pre-established guidelines
- Maintained updated knowledge of the airline industry and all products, services, and processes to ensure seamless operations

PERSONAL DETAILS

- **Date of Birth:** 21 Mar 2002
- **Nationality:** Indian
- **Languages Known:** English, Hindi, Urdu and Malayalam
- **Visa Status:** Dubai Resident Visa valid till 2024
- **Sponour :** Father

Declaration

I hereby solely declare that the above furnished details are correct to the behalf of my knowledge and belief.

Yours sincerely,
Aliya Khan

Place : Dubai
Date: 27/10/2023