

QUALIFICATIONS

AJMAN GIRLS SECONDARY SCHOOL 2002

2016

- High School certificate

LANGUAGE SPOKEN

- Arabic (Fluent)
- English (Fluent)

SKILLS

PRACTICAL SKILLS

- Work to enrich the culture of innovation to reach the best stimulating environment for work
- Working to increase the happiness index in pursuit of the state's vision
- Working with modern technological methods to achieve the vision of the state in smart government
- Commitment to perform the work within the framework assigned to it
- Ability to manage and chair teams and committees
- The ability to work individually and collectively
- Flexibility and adapting to work requirements and pressures
- Seriousness and speed. Perform all required tasks
- Tact and good handling of heads, employees and audiences of different nationalities and cultures from different groups of society

GENERAL SKILLS

- Fluency in Arabic and English speaking and writing
- Save and recall documents and documents
- Dealing with highly professional desktop and laptop computers and social media
- Preparing official notes in Arabic and English
- Dealing with printing and photocopying devices
- Speed and accuracy in printing

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PROFILE

I am looking for an opportunity through which I can demonstrate my ability to give in work through a successful organization through which I can innovate and develop my ability skills and reach the place where I work to the highest levels of progress and prosperity.

PERSONAL INFORMATION

- Date of Birth : 14 April 1984
- Gender : Female
- Nationality : Emirati (UAE)
- Contact No. : 00971 50 344 4645

EXPERIENCE

MINISTRY OF HUMAN RESOURCES AND EMIRATISATION (9 YEARS) 2009-2018

- Customer Service Department 2009-2010
- Department of Work Permits 2010-2015
- Customer Care Service Department 2015-2016
- Emiratization Department 2016-2018

STANDARD CHARTERED BANK (5 Month's) 2008

- Customer Service Department Jul. 2008 - Dec. 2008

TASHEEL SERVICES (6 Month's)

- Customer Service Department Jan. 2008 - Jun. 2008

DUTIES & RESPONSIBILITY

- Dealing in a tactful manner based on sophistication and respect with customers.
- Neutrality and sincerely working for the benefit of the business and the customer at the same time.
- Answer various queries in a simple and clear way so that the customer can interact and respond to it.
- The ability to build long-term relationships with clients in order to ensure their loyalty and always-on dealings.
- Deal calmly with various customer complaints and problems of greatest importance as quickly as possible.
- Providing customer-requested information about the service and answering various queries in full.
- Entering, modifying, reviewing and verifying data.
- Any other administrative duties I perform in the area of job competence