

Hanna Shabeer

CAREER OBJECTIVE

Eager to apply academic and professional background towards launching a successful career with an employer opportunity For professional development in exchange for demonstrated drive and commitment to superior job performance.

EDUCATION

Masters of Business Administration
Madras University (Present)

Bachelor of Business Administration (B.B.A),
Madras University
Sharjah | 2016 September - 2018 April

New Indian Model School
Sharjah | 2015

WORK HISTORY

JOBOY UAE (July- Present)
Head of Customer Service

- ✚ Answering questions about a company's products or services
- ✚ Processing orders and transactions
- ✚ Resolving issues and troubleshooting technical problems
- ✚ Delivering information about a company's offerings
- ✚ Providing proactive customer outreach
- ✚ Handling customer complaints
- ✚ Collecting and analyzing customer feedback
- ✚ Developing and documenting knowledge into helpful content

Bab Al Alam Tourism (Feb 2021 – July 2021)
Ticketing Staff

- ✚ Ability to answer questions courteously regarding ticketing and baggage handling.
- ✚ Ensured correct passenger information on the ticket.
- ✚ Inform clients their essential travel information such as travel time, transportation connections, medical and visa requirements.
- ✚ Verified reservations.



PERSONAL INFO

ADDRESS

Sharjah, United Arab Emirates

PHONE

+971 54 434 4914

EMAIL

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BIRTH DATE

13/5/1997

NATIONALITY

INDIAN

SKILLS

COMMUNICATION SKILLS

FLEXIBILITY AND ADAPTABILITY

CREATING IDEAS

POSITIVE ATTITUDE

FLEXIBILITY AND ADAPTABILITY

LANGUAGES





ENGLISH

MALAYALAM

HINDI



Thumbay Hospital (Nov 2019 – March 2020)

Guest Service Officer

-  **Handling patients and administrative department inquires.**
-  **Communicating with insurance companies and/or prior authorization requests.**
-  **Entering patient information into the system.**
-  **Ensuring customer satisfaction and assisting them with issues/concerns related to their health/appointments.**

Unicorn Marine Services (July 2018 – Aug 2019)

Office Administrator

-  **Manage agendas/travel arrangements/appointments etc. for the upper management**
-  **Manage phone calls and correspondence (e-mail, letters, packages etc.)**

HOBBIES

Writing

Painting

Crafting