

SHAGUFTA ANNIS



OBJECTIVE:

To work for the prestigious organization with all my efficiency, diligence and integrity for taking the company to next level and enhancing the profit of the company and heightening the strong client's rapport. My active experience in Events industry and communication skills can help in achieving the client's satisfaction.

Visa Status: **Husband Visa**

E-MAIL

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MOBILE

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REF: 00971 58 583 0698

MAILING ADDRESS

Flat No. 605 Al Maha Bldg
Al Nahda-1 Sharjah - UAE

LANGUAGES KNOWN

English, Urdu, Punjabi
Spanish, Hindi

SOCIAL ACTIVITIES

Serving as a Asst.
Director for Global
Alliance Against
Poverty

RELIGIOUS ACTIVITIES

Serving as Coordinator
Women ministry for KRCI
fellowship-Dubai

SPORTS ACHIEVEMENTS

Achieved certificate of
corporate Championship
in balling competition-
Arena- Karachi-PK

KEY COMPETENCIES

- Excellent time management and organizational skills
- Enthusiastic, self-motivated and outgoing
- Able to establish productive relationships with people at all levels
- Good communication and presentation skills
- As part of an organization I'm able to gather and interpret information for business research
- Commercially aware and customer-focused
- Positive and adaptable approach to problem solving
- Innovative and creative to distinguish your event from the competition
- Ability to work as part of a team
- Possess an eye for detail
- Excellent Selling & Marketing and communication skills

PROFESSIONAL EXPERIENCE

Al Futtaim – Health Hub (Customer Services Dept)

Dubai- UAE

Patient Relations Executive -(Mar 24th-2021 – Present)

- Managing data entry and general word processing functions such as inputting client information into computerized systems (HASSANA)
- Receive and process test requisitions, matching them with patient samples when required
- Working in a controlled area to remove clinical samples from safety bags & transferring clinical samples to the laboratory (DML)
- Maintain inventory of department supplies
- Ensuring relevant SOPs, control of substances hazardous to health regulations and other relevant regulations & procedures are followed and well documented.

Madar AlFalak Security Services L.L.C

Dubai- UAE

Admin & HR Manager -(May 16th-2019 – March 15th-2020)

- Develop and oversee a complete recruitment process
- Review job advertisements prior to posting, screen CVs, conduct telephone screenings, coordinate interview teams, participate in interviewing candidates and ensure that documentation is collected and recorded/filed properly
- Manage timesheets for office, ensuring timely submission, approval, accuracy, and filing
- Ensure smooth running of all administrative functions in the Dubai UAE office
- Supervise all travel and hotel arrangements for staff and visitors, including visas and work permits as applicable
- Evaluate the need for employee training and development and make recommendations
- Oversee the coordination and implementation of annual performance reviews
- Work with senior management to resolve employee relations issues pragmatically
- Investigate employee relations issues & work to ensure human resource related decisions are consistent and fair

Coordinator (Sharjah) -(April 16th-2016 – March 14th-2019)

- Responsible for improving student achievement through assessment
- Managing coordination for teachers according teachers subjects
- Coordination for schedule for teachers managing lessons plans too
- Working with different subject teachers
- Working with youngsters in an early childhood setting
- Maintaining the daily rhythm of teachers lesson plans

Genius Group Global – IIMTS (Intl Institute of Management & Technology

Academic Counselor (Sharjah) -- (October 28th 2014 – 10th February 2016)

- Assist students in planning a program according to their abilities and interests.
- use appropriate information sources and refers when necessary
- Meet with advisee during orientation to assist student with initial adjustment to university academic life.
- Contact and schedule regular appointments with your advisor each semester as required or when in need of assistance
- knowledgeable of institutional regulations, policies, offerings, and procedures

MAZARS Pakistan-(Jan-2010 - Sep 29th 2014) : Karachi, Pakistan

Designation: Administration Officer Cum Human Resource Executive

- To maintain Attendance Register for the employees manually
- Managed Helpdesk System server for the company
- Working and managing leave tracker System
- To assist HR head to schedule and conduct interviews
- Management and implementation of policies and values
- Working on time Sheet Management Manually as well as functionally
- To maintain Record for Leave Application Forms
- To maintain late Comers List
- Assisting in Admin Management Activities
- Maintaining record for Utilities and over time for the employees
- Managing purchase and inventories of the kitchen stocks
- Handling inbound and outbound calls for the company

Habib Bank Limited (Jan-2007- April 2009):

Karachi Pakistan

Designation: Collection Executive

- Calling and maintaining the report sheets of the recovery department
- Dealing with defaulters and also work on the Litigation Cases
- Collecting Cheques and cash against different Accounts
- Holding the transactions and salaries of the defaulters
- Setting appointments and having follow-ups
- Achieving daily, Weekly & monthly sales and quality targets
- Reporting the non-performing loans on daily basis

Karachi Adventist Hospital (Jan-2000- Oct-2005):

Karachi Pakistan

Designation: Front Desk In charge – Laboratory Department

- Prepared the general requisition every month
- Prepared the report for the In Patients / Out Patients
- Assisting to the lab Manager
- Maintained all the records of the Lab
- Dealing with the Patient Account, General Account, Medical Record and inventory section
- Posting all different test after concluding the specific report from the Lab

- Maintain complete responsibilities for the organisation, teaching and project of a self contained KG classroom.
- Evaluates each student's progress and adjusted strategies accordingly.
- Designed effective room arrangements that supported the goals and development level of the children in the classroom.
- Provided a full range of general development activities by planning and organising in the classroom according to the Early Childhood Environment.

EDUCATIONAL QUALIFICATIONS

2011	Skill Development Council of Pakistan	Karachi, Pakistan
•	SHRM (Specialization in Human Resource Management-Diploma)	
2010	Karachi University	Karachi, Pakistan
•	B.A. , majors in Education & Humanities	
2003	Board of Intermediate & Sec Education	Karachi, Pakistan
•	I.COM , majors in Commerce	
1999	Board of Intermediate Sec Education	Karachi, Pakistan
•	Matriculation.	
1998	Pakistan Theology Institute	Karachi, Pakistan
•	Master Guide Training for youth ministry	

Other Courses

- Microsoft Office Course from Skill Development Council of Pakistan
- Beautician Training from Sindh Technical Board Government of Pakistan
- English accent training from Royal Institute of Pakistan
- Achieved First Aid management Certification
- Achieved award for excellence for best coordinator for year 2018

I.T. SKILLS

- Internet & E-mail applications
- Good knowledge of Microsoft office

Personality Development Efforts

- Received Honor of Praise from Pakistan Theology Institute as a young worker
- Won prizes in debates, essay, extempore & speech competition at school and college level & sports (Racing), group cultural activities
- Participating in social activities like tree plantation, polio awareness etc
- Was an active Member in youth during the college level
- Giving helping hand to needy in the need of hour