

# Sana Salim Zaveri

## EDUCATION

- 2016-2019**      **Amity University, Dubai**  
BA (Bachelor of Arts in Tourism Administration) - **Gold Medalist**
- 2016**      **The Central School, Dubai**  
Secondary School Certificate (Commerce)



## PROFESSIONAL EXPERIENCE

**June 2022 - July 2022**      **VFS GLOBAL – Wafi Mall, Dubai UAE**  
**Operations officer/Data entry operator**

- Maintaining positive, empathetic and professional attitude towards customers at all time.
- Responding promptly to customer inquiries
- Processing orders, forms, applications and requests.
- Keeping records of customers documents, transaction and details.
- Ensure that the entire process is completed within the mandated turnaround time.
- Assist deputy manager/ operations manager in execution of the project.

**September 2021 – March 2022**      **PURE HEALTH - Dubai International Airport Terminal 2**  
**Customer Service Executive/ Data Entry Operator**

- Responsible for meeting the needs of passengers by ensuring high quality customer service at each interaction.
- Assist passenger during the registration process of covid-19 test at Dubai Airport.
- Inspect and verify passenger's documents before the test
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Support customer/passengers by providing helpful information, answering questions and responding to complaints.

**March 2021 - May 2021**      **ZATCO - Building Material Supplier Dubai (UAE)**  
**Telerepresentative cum Customer Service Representative**

- Initiating sales with potential customers over the phone.
- Listening to the customers' needs to generate repeat sales.
- Gathering and documenting customer information, payment methods, purchases, and reactions to products.
- Answering customer's questions on the products.
- Arranging meeting between the client and the company manager.

**May 2018 – May 2019**      **Shrooq Security Guard Services L.L.C, Dubai (UAE)**  
**Administrative Officer**

- Answer queries by employees and clients
- Organize a filing system for important and confidential company documents.
- Manage office supplies stock and place orders
- Prepare regular reports on expenses and office budgets.

**March 2019**      **AMITY SPORTS FEST - Amity University, Dubai**  
**Volunteer - Registration**

- Assist attendees in registration and checking in for the fest.
- Responsible for guiding, answering queries and providing required information to the participants.

## PROFILE

Dedicated customer service executive and data entry operator with adequate experience. Looking to expand knowledge of field by working with professional team mates who share a passion for quality and care of customers.

## CONTACT DETAILS

E-mail: sanasalizaveri@gmail.com  
Mob. No: +971554585499

## PERSONAL DETAILS

Nationality: Indian  
Date of Birth: 24/May/1998  
Visa: Under Father's sponsorship  
Driving license: No

## LANGUAGES

**English:** Fluent  
**Hindi:** Native  
**Urdu:** Native  
**French:** Beginner  
**Marathi:** Beginner

## COMPUTER SKILLS

Software: MS Office (word, excel, PowerPoint)

## PROFESSIONAL SKILLS

- Decision Maker.
- Good Communicator.
- Multitasking.
- Accuracy and Punctuality.
- Public Speaking.
- Professionalism.
- Ability to prioritize independently.
- Quick and Eager learner.
- Honesty and Reliable.

## SPORTS/HOBBIES

Volunteering for social cause ( Red crescent), Travelling, Blogging, Photography, Baking and Creative writing.

## VOLUNTEER

- Senior Coordinator - Dubai Cares (2015-2016), The Central School Dubai.
- Amity University Convocation (2016).
- Western Union (2015).
- Winter Fiesta (2012).