

SANA SIRAJ

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SUMMARY

Dedicated employee with 6 years of customer service experience within dynamic, fast-paced industry environments. Excellent interpersonal skills aiding positive professional relationships for recurring business and guaranteed customer satisfaction. Motivated to improve service to achieve overall company success.

Education

- **JAIPUR UNIVERSITY (BACHELORS IN BUSINESS ADMINISTRATION)**
- **SZABIST. (GED DIPLOMA)**
- **PAKISTAN EDUCATION ACADEMY (HIGH SCHOOL)**

Experience

ON TIME LAB

DUBAI

10/05/2022 – 31/07/2022

Customer service and registration:

- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Provided COVID-19 FAQs and educational material to patrons and employees.
- Collected and treated patient samples to test for COVID-19 infection.
- Used employer-provided Personal Protective Equipment to reduce risk of getting or spreading COVID-19 to others.
- Liaised with fellow team members to properly triage and move samples through testing.
- Labeled COVID-19 samples with patient information.
- Added documents to file records and created new records to support filing needs

PURE HEALTH

DUBAI INTERNATIONAL AIRPORTS /TERMINAL 1 , TERMINAL 2

03/03/2021 – 25/03/2022

DATA ENTRY:

- Compiled and analyzed data using Microsoft Excel and Access
Entered data into Salesforce quickly and accurately
- Verified documents and associated records to catch and resolve discrepancies.
- Corrected data entry errors to prevent later issues such as duplication
Or data degradation.

COVID-19 TESTING:

- Handled and stored potentially contaminated nasal and oral samples
to prevent compromise
- Assessed vitals while adhering to PP requirements and other
restrictions. Reported positive and negative response cases
- according to established prevent compromise

DATA MANAGER:

- Maintained high standards of accuracy and quality in data entry and
record keeping.
- Resolved team conflicts and assisted with identified problems to
maintain sense of teamwork
- Sending records of daily samples and total test numbers through Email.
- Handled customer concerns and escalated major issues to supervisor.
- Created spreadsheets using Microsoft Excel to achieve accurate data
reporting
- Monitored and updated stock levels and inventory databases.

REHLAT AL NASR TOURISM :**01/06/2020 – 28/02/2021**

- Ticketing agent with full satisfaction of my superiors.
- Offered exemplary service to new and existing clients, helping to
build lasting relationships and secure new travel assignments.
- Negotiated unique airline discounts, resulting in significant cost
savings to clients.
- Conducted thorough market research to maintain advanced
knowledge on top destinations and travel trends.
- Maximized sales profits using proven upselling and cross-selling

techniques.

- Advised customers on visas and travel safety
- Educated clients on current travel restrictions, providing relevant and up-to-date information by phone and email.

GLOBAL INSURANCE BROKERS DUBAI

RECEPTIONIST - SALE

- Kept reception area clean and neat to give visitors a positive impression of the company.
- Answered telephone enquiries from clients, vendors and the public. Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Coordinated maintenance services to achieve fully-functional office space

GITEX SHOPPERS:

Promoted brands: Huawei Mobile , Lava Mobiles , Samsung Mobiles , Dell Laptops

- Exceeded sales and revenue targets by using consultative and value-driven approach to customers
- Interacted and engaged with customers, providing guidance and product insights to influence purchase decision.

ADLABS MARKETING

FOOD SAMPLING:

Outlets: Mirdif city center, Lulu Hyper Market, Deira City Centre , Mall of the Emirates

- Prevented food spoilage by monitoring dates. Rotating stock following proper storage procedures
- Adhered to top quality constraints and industry best practices to guarantee guest satisfaction
- Rotated stock in temperature-controlled storage areas for safe food

LANGUAGES

ENGLISH (Native speaker)

URDU. (Native speaker)

SKILLS

- DATA ENTRY.
- SALES EXPERTISE
- DATA MANAGEMENT
- CUSTOMER RELATIONS