



Sumaiya Siraj

Customer Service & Admin
Professional

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SUMMARY

I am a business management graduate with 6 years of vast experience into customer service and administration. I have worked in varied sectors like Airport, Healthcare, Automobile, Education, Events, Insurance, Market Research, etc. My employment span has been contractual for a specific duration ranging from weekly, monthly or yearly contract as per the company's requirements and terms respectively. Further to my credit, I have taken up a few freelance assignments in the current job uncertainty phase to enhance and level up my skills set as well as to have continuity of job roles in my career. In addition to this, I have also completed short term courses on Digital Marketing, Operations Management, Graphic Designing, Aviation, Advance Excel skills, Microsoft Dynamics 365 and a few more on digital platform with online certification accessible for review on my LinkedIn profile.

Additional Personal Details:

Nationality: Indian

Address: Hor Al Anz Est, Deira

Visa Status: Residence Visa (Father's Sponsorship)

Driving License: U.A.E. License (Since 2017)

Typing Speed: 45 WPM

EXPERIENCE

Admin cum Customer Service

06/2015 - 06/2021

Freelance Assignments

- Data Entry Operator for the pharmacy division of Kings College Hospital, Dubai - Entering new stock in hand of medicines and medical consumables in an excel sheet as well as the hospital's Oracle software.
- Receptionist cum Office Coordinator for PBC Medicals LLC, Dubai - handling daily incoming customer & client calls. Assisting visitors, scheduling couriers, maintaining pantry & stationery stocks, email drafting, petty cash management & completing the ad hoc duties assigned by the Executive team.
- Reliever Admin cum Helpdesk Agent for Menders Facilities Management LLC, Dubai - handling incoming complaint calls for maintenance works from tenants / clients, assigning the engineer and technicians for inspection and repairs. Preparing quotations, LPOs & invoices for materials requisition. Coordinating with suppliers and clients on calls as well as emails. Documenting soft & hard copies of all maintenance contracts.
- Student Recruiter for SP Jain School of Global Management, Dubai - sourcing potential students from the university hubspot interested in UG programs. Also, contacting students to guide them with the course outline, fee structure as well as enrolling them in free online aptitude tests to qualify for academic scholarships.
- Visa Officer for Belgium dept. of VFS Global LLC, Dubai - accepting daily applications over the counter, verification of documents as per the Belgium Checklist criteria, data entry and online submission of applicant's file on the embassy website portal. Dispatching passports & other supporting documents to the Belgium Embassy for further evaluation.
- Intern Skip Tracer for Sutherland Global Services DMCC, Dubai - tracing du postpaid customers using social media, CRM as well as EDMS software to verify customer and enterprise data. Also, contacting customers and connecting them to the debt recovery agents for collection of pending postpaid amount.
- Telemarketing Agent for Hong Kong Trade Development Council, Dubai - conducting cold calls to clients for following up on the event invites sent via email and sharing the packages provided for the event to be held at Hongkong.
- Reliever Front Desk Executive for Compass Financial Solutions LLC, Dubai - handling calls, sorting emails, arranging couriers, keeping back up of insurance policies as per sales team clientele record. Performing the ad hoc duties assigned by the MD & C-level executives respectively.

Customer Service Agent

05/2019 - 08/2020

Emirates Airline - Outsourced by Transguard Group LLC

Business & First Class Chauffeur Drive Lounge at DXB International Airport - Terminal 3:

- Providing exceptional customer service & administrative support to the passengers eligible for Chauffeur drive services.
- Assisting arrival and check in processes of Business & First class passengers throughout from the counters to the drop-off/pick-up points assigning the chauffeurs; providing support to passengers with special needs such as unaccompanied minors (UM), VIP and wheelchair assistance passengers.
- Maintaining excellent grooming standards during peak and off-peak hours.
- Confirming drop off area and geocoding the exact location of passenger destination. Verifying their journey details and updating their travel plan if subject to any changes in the airline booking system.
- Coordinating with airport hotel desks via calls on behalf of the layover flight passengers and assisting them with their stay.
- Providing multiple cars to eligible passengers in case of excess baggage and extra travellers with child seat assistance to meet the RTA safety guidelines.
- Reporting any problems /concerns with vehicle availability to the team leader.

Call Center cum Admin Executive

04/2018 - 01/2019

Al Futtaim Honda Trading Enterprises - Outsourced by Third Party Agency

National Aftersales Dept ~ Airbag Recall service at all the Honda service centers:

- Handling incoming and outgoing calls to customers owning Honda model cars ranging between 2000 to 2013 from the car registration database informing them about airbag safety and standards as per the RTA guidelines.
- Negotiating and booking Honda customers to complete the Airbag Recall Service through Appointment Booking System (ABS) and verifying their details on the Honda SAP software.
- Managing client emails on daily basis and redirecting them to respective departments for further assistance.
- Dealing with ad hoc tasks in checking customer's car registration status and updating their registration file in the system.
- Preparing reports of the calls handled, appointments booked as well as potential enquiries to the concerned team supervisor and manager.

Customer Care & Marketing Coordinator

03/2017 - 12/2017

Prime Healthcare Group L.L.C.

- Making calls to former customers of Prime hospital, taking feedback of their experience, verifying contact details and promoting the on going medical & dental offers.
- Maintaining the information obtained via calls in an excel document as well as updating any new details provided by them in the common team folder.
- Redirecting incoming patient calls to the call center team for potential appointments or queries related to insurance approvals, medical reports,etc.

Telecaller cum Data Entry Clerk

03/2014 - 01/2015

Gulf Research Advisory Services

- Contacting potential customers via calls using online directory & classifieds for obtaining specified information, such as person's name, address, age, culture preference, or state of residency to fill the details of the computerized survey on various projects about schools, shopping malls, hotels, hospitals, etc.
- Compiling and filtering the data obtained from the survey using computer software for addition & deletion of surveys as per the client criteria.

EDUCATION

Business Management (Marketing Specialization)

2013

Sri Siddhartha Institute of Business Management, Karnataka, India - Bachelor of Business Management

Secured First Class division in overall semesters (81%)

Commerce Stream

2010

The Indian High School, Dubai - U.A.E. - Higher Secondary School

Secured Excellent rating in academic marketing projects

CERTIFICATES

| | |
|--|-------------------|
| Sourcing and Customising Best Selling Products for e-Commerce ~ Alison e-learning | 05/2021 - Present |
| Core Excel Skills For Accountants and Financial Professionals - Alison e-learning | 05/2021 - Present |
| Microsoft Dynamics 365 for Beginners (2021) - Udemy e-learning | 05/2021 - Present |
| Diploma in Operations Management (Ops) - Alison e-learning | 05/2021 - Present |
| Fundamentals of Digital Marketing - Digital Google Garage | 04/2021 - Present |
| Diploma in Graphic Designing - Shaw Academy | 03/2017 - Present |
| Diploma in Passenger Service Agent (UK & KHDA Certified) - Blue Ocean Academy, Dubai | 01/2017 - Present |

SKILLS

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|---|--------------|-------------------------|--------------|
| Customer Service | Expert | Digital Marketing | Beginner |
| Administrative Tasks | Expert | Data Entry | Advanced |
| Microsoft Office (Word, Excel, Powerpoint, Outlook) | Advanced | Front Desk Duties | Advanced |
| Clientele Coordination | Advanced | Graphic Designing | Intermediate |
| Social Media Marketing | Intermediate | Email & Call Management | Expert |
| | | Airport Operations | Intermediate |

LANGUAGES

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|---------|--------|-----------------------------|--------|
| English | Fluent | Arabic (Read & Write only) | Fluent |
| Hindi | Native | | |