

SANA YAHYAOU

Curriculum Vitae



LinkedIn:

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PERSONAL DETAILS

Languages: Fluent in
English, Arabic and French

Driving License: UAE

Nationality: Tunisian

Visa: Free Zone

CAREER SUMMARY

Achievement driven, strategic thinker and result - oriented professional with experience in different industries and Government sectors with strong customer service skills and ability to build a strong relationship with the clients.

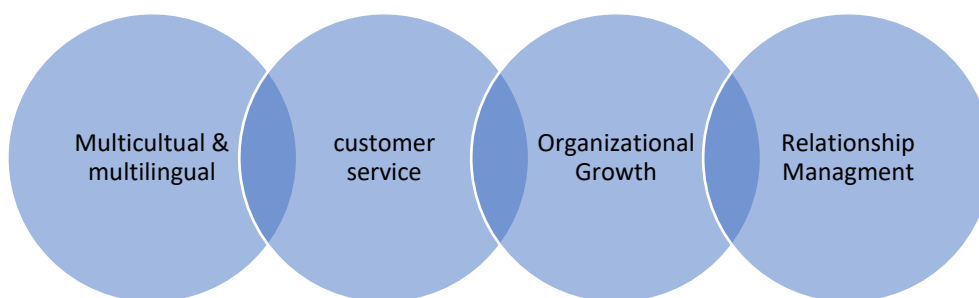
Business oriented professional to drive organizational improvements and best practices. Ability in evaluating systems and procedures for further improvements.

A go-getter, confident, great facilitator and change manager with skills in developing good working relationships across hierarchy and among peers.

Recognized for outstanding decision making skills and inspiring team to deliver time bound results.

An excellent communicator with good interpersonal and customer service skills. Detail oriented, observant and great problem solver with flexible mind-set who builds strong and collaborative relationships to achieve desired results. Adept in performing and excelling under demanding work conditions.

Added Expertise:



PROFESSIONAL EXPERIENCE

Tasnim Trace DMCC - Executive Assistant : (may 2018 to Present)

Administration:

- ® Completing a broad variety of administrative tasks including: managing the calendar of appointments, arranging detailed travel plans, and arranging online business visas.
- ® Handling administrative requests and queries from senior managers.
- ® Organizing and scheduling appointments.
- ® Acting as the point of contact for internal and external clients.
- ® Control of Petty Cash and Office Expense.
- ® Manage office equipment (printer, scanner, phone, etc.)
- ® Answering all incoming calls and e-mails.
- ® Following-through on different projects to successful completion.

Human Resources:

- ® Managing license renewal, company Establishment card, Ejari, Company files amendment...
- ® Managing visas renewals and new visas, employee cancellation, employment contract amendment, preparing End of service...
- ® Maintain employees Record (Absences, leaves, study leaves, sick leaves...) and Assisting in payroll.
- ® Provide health insurance for the employees...
- ® Answering employees' queries concerning the amendment of employment contract, mediation cases, cards services, employee code of conduct, access approval...

Dubai Multi Commodities Center (DMCC) Assistant - Customer Service (Dec 2012 to feb 2018)

- ® Assisting the DMCC Member Companies with the application guidelines concerning license amendments mainly additional activities, additional license and change of address.
- ® Ensuring the smooth registration and licensing amendment processes of member companies in both Oracle and Sales Force systems.
- ® Advising member companies on license renewal and obtaining NOC approvals from third party Authorities. Collecting and verifying original documents for the different amendments for our member companies (Change of Officeholders; Share Transfer; Change of Company Name, Increase in Share Capital...

- ® Managing the issuance of the Arabic letters, NOCs, attestations and true copies for all our member companies. Notifying the clients on any additional information or document required and answering email inquiries related to the various services provided by DMCC.
- ® Handling clients' different requests and inquiries.
- ® Developing the training program of the junior colleagues.
- ® Receiving and verifying documents for visas applications (new employment visas, renewal, transfer, change of status , cancellation and Dependents visas).
- ® Implementing emigration rules in different scenarios such as overstay fines or return applications required for more information or approvals.
- ® Maintaining strong working relationship with both the clients and the colleagues.
- ® Answering client queries concerning the amendment of employment contract, mediation cases, increase quota service cards services, employee code of conduct, access approval.
- ® Helping member companies to subscribe and activate the Electronic Signatures in order to improve the services of all member companies to be able to sign documents electronically.

EMAAR Malls - The Dubai Mall UAE Assistant - Guest Service Department (Aug 2008 to Nov 2012)

- ® Maintaining conference room schedules and taking minutes of meetings.
- ® Registering customer inquiries and complaints in CRM system.
- ® Scheduling training sessions and sending notifications to the participants, ensuring all the necessary equipments are available, keeping record of the training courses and Distributing certificates to the participants.
- ® Updating the staff by posting periodic information on the intranet site and notice board.
- ® Implementing monthly rotational roster, setting and preparing the roster, forwarding it to the department Manager for approval and assisting the HR in the monthly payroll.
- ® Monitoring staff attendance on daily and monthly basis (absences, reporting late, sickness,...) .
- ® Tracking Oracle leave applications (sick leaves, annual leaves, emergency leaves,...) and tracking staff requirements (salary certificates; pay slips; letters and NOCs,...) .

Alshaya LLC Co Sales Associate (Dec 2006 to Jun 2008)

- ® Pushing sales, providing the best customer service and publishing daily sales reports and feedback, handling cash and monitoring the cash system.
- ® Taking various actions to prevent stock loss using annual stock loss action plan, doing regular stock checks and receiving proper deliveries by filling in/out merchandise records as per the company policy.
- ® Assisting the Manager in all aspects of office procedures and general requirements.

EDUCATION

General Administrator Diploma, 1999-2001

Ministry of Vocational Training and Employment Tunisia

Secondary School to Baccalaureate, 1992 - 1998

Al Khadra Institute Tunisia

PROFESSIONAL CERTIFICATES

- ® **Human Resources and Recruitment** - Nadia Training Institute Dubai, 2018

Relevant Courses : Human Resource Management and Strategic Planning; UAE Labor Law, Recruitment and Selection; Training and Development; Payroll & Benefits.

- ® **Certification in Secretarial Skills for Executive Secretaries** - Nadia Training Institute Dubai, 2012

Relevant Courses: Organizational Structure; Communication Skills for Executive Assistants; Calendar Management; Presentation Skills; Meeting Management.

SKILLS

- ® Advanced administrator in Sales Force and Human Resources Information System (Fairsail/HRIS).
- ® Typing skills in English and Arabic (50 words per minute)