



SABA BEGUM

Customer Service and Administration

Dedicated and task driven executive in Customer Service and Administration - offering more than 6 years of experience in working with operational level.

Posses extensive knowledge in providing excellent customer service to improve business performance and ensure customers satisfaction.

Dynamic and self-motivated team player with excellent communication, organizing, enthusiastic, confident, hardworking individual can work within a team.



Abu Hail
Dubai




10.05.1994



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SOCIAL MEDIA

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 [saba_mehmood94](https://www.instagram.com/saba_mehmood94)

EDUCATION

09.2016 - 05.2018
Osmania University, India
Bachelor's of Education

07.2011 - 05.2014
Osmania University, India
Bachelor's of Commerce

CERTIFICATE OF APPRECIATION

MS OFFICE 2007

IELTS

EXPERIENCE

- 10.2020 - 03.2022
Pure Health | Dubai International Airport T2
Customer Service Associate
- Data Management and Passengers Document Handling.
 - Data Entry on KIOSK (Registering on Track Care software) upon arrivals of Passengers.
 - Scanning of Sample Barcode in MS Excel Sheet.
 - Handling a large number of Passengers arriving at Dubai Airport for COVID-19 (PCR Testing).
 - Following all Precautionary and Safety measures on the site of Passengers.
 - Taking care of Passenger concern of any and advising them on Health Issues.
 - Carried out day-day-day duties accurately and efficiently.
 - Worked flexible hours, night, weekend, and holiday shifts.
 - Registration for the samples barcodes to process it.
 - Having a strong work with Customer Service.
 - Following up with the project manager and supervisor regarding any issues.
 - Build sustainable relationships and trust with manager accounts through open and interactive communication.

- Office Administration
- Corresponded with parents regarding complaints or follow ups and coordinated with departments concerned in a timely manner.
 - Answering phone calls in a prompt, polite and effective manner.
 - Sending out emails, faxes, and letters.
 - Receiving courier deliveries and organizing for deliveries to be sent out.
 - Purchase and maintained office supplies and inventories.
 - Ensured parents satisfaction by handling day-to-day affairs.
 - Supporting the school Principal in ad hoc tasks.
 - Coordinating with HR and School department regarding new hire start in the office.
 - Dealing with parents complaints or get a Principal involved if you are unable to solve a problem.
 - Identifying and assessing a parents and teachers needs to ensure they are satisfied.
 - Prepare communication such as Emails, Quotations, Invoices reports and other correspondence.

HOBBY



Travel



Gardening



Drawing



MUSIC



Tennis

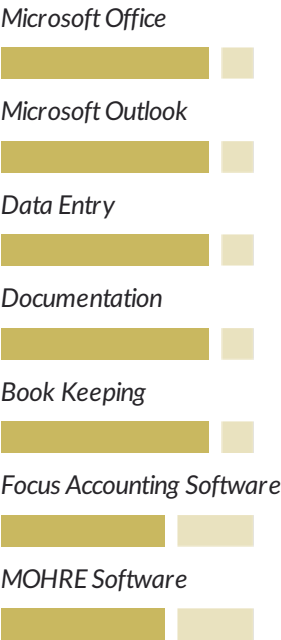


Cooking

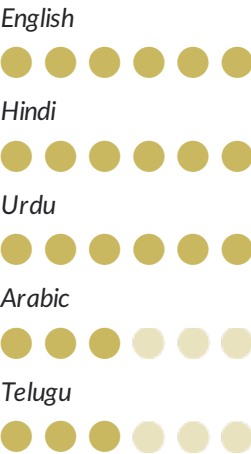
SKILLS

- ✓ Good communication - written and oral skills
- ✓ Excellent conceptual and analytical skills
- ✓ Effective interpersonal skills
- ✓ Multi-tasking skills
- ✓ Problem Solving skills
- ✓ Decision Making

SOFTWARE SKILLS



LANGUAGES



PERSONALITY

- Communicative

Creativity

Strong work ethic
- Punctuality

Organized