

Curriculum vitae

Ayesha Ghulam Farooq
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Career Objective:

Self- motivator and extremely passionate to join a well reputable organization in order to enhance my practical experience and implement my educational and technical skill in the workforce possess distinctive talent to accomplish given task under a minimum supervision and within the allowable time period.

Strength:

A good learner and well-presented personality holder. I am having good communication skills and a very good team player as given chance to work with more than one staff. Having good public communicating skills and holding an analytical mind to make good decision as per the situations.

Personal Details:

Father's Name: Ghulam Farooq
Date/Place of Birth: 15/02/1994 (Dubai)
Nationality: Pakistani
Marital Status: Single
Religion: Islam
Driver's License: U.A.E Category 3
PP No.: YW4110172
Expiry Date: 04/06/2026
Visa No.: 57681071
Expiry Date: 07/05/2020
Emirates ID No.: 784-1994-1506170-6
Expiry Date: 07/05/2020

Educational Qualification:

Intermediate passed in commerce stream from H.H Sheikh Rashid School Dubai, (I.Com).

2001-2012

Diploma & Trained as:

IATA (UFTA): Foundation course in International Air and Transport Association.

Computer skills:

MS Office, MS Word, Excel, Power Point, Access Windows XP, Windows 7.

Organizational Experience:

Gargash Enterprises (SIXT Rent A Car franchise)

August 2014-PRESENT

Accounts Assistant:

Accountability:

- Checking and controlling day-to-day transactions – Cash/Cheques & Credit Cards.
- Allocation of the credit and cash transaction on daily & weekly basis for all locations.
- Posting of merchant transaction received from bank on weekly basis for all locations.
- Managing Accounts Receivables.
- Dispatching monthly invoices to corporate clients.
- Forwarding Statement of Account to Customers on monthly and on ad_hoc basis.
- Monitoring daily collection and ensuring Bank deposits.
- Monthly allocation of corporate Accounts.
- Managing Bank Accounts.
- Posting of Bank Advices and Customer Receipts.
- Managing of Petty Cash of AED 100,000/-
- Processing for reimbursement on timely basis to meet the urgent requirement of cash by our operations.
- Cheque collection.
- Preparation of Staff Medical bills.
- Handling Bank disputes / Refund case / Release case

DIFC (Dubai International Financial Centre)

November 2013-July 2014

Receptionist cum Admin Assistant:

Accountability:

Positioned at the front desk at Business Centre, acts as first point of contact for existing and Potential clients. Provides excellent customer service to all clients and actively works with the Administration Officers.

- Responsible for working closely with the Business Development Department to ensure a smooth running of the assigned administrative task. Coordinating with existing tenants and landlords for renewal of contracts in handling all the administrative works of 43 different companies.
- Coordinating with tenants regarding the rental payments and maintenance issues
- Writes and prepares letters, memos, e-mails, and reports
- Book and set an appointment for the client
- Assisting clients to book meeting rooms and ensuring that these are all recorded for the issuance of invoice
- Following the procedures with regards to the Clients Moving In/Out. Efficiently coordinate with the concern department to ensure the smooth transition of moving
- Ensuring that all the clients' documents are complete and properly filed in the system
- Ensure to be present at all times behind the desk

- Encourage and enhance a customer friendly environment and ensure to develop and maintain strong client rapport
- Handle complaints professionally and ensure that no complaints arise relating to punctuality, attitude and efficiency
- Ensures to reply all inquiries either via email or telephone
- Responsible for the computation and billing of all chargeable services (meeting room utilization, IT connections, clerical services)
- Responsible for ensuring that adequate stock of stationary and pantry items are available every month
- Responsible for updating the system for clients' contact details on an ongoing basis

Back Office Company

2012 -2013

Call center Representative - (worked for NOKIA mobile promo):

Accountability:

- Handling Inbound and outbound calls of customers.
- Resolving the problems of second party in friendly manner.
- Recording all the customer's call and complaint in Excel sheet on per day basis.

NMC Specialty Hospital

Customer Service Representative/Receptionist:

Accountability:

- Handled inbound/outbound calls to inform services and coverage.
- Regularly follow up customers complain via faxes and e-mails.
- Received escalated call complex inquiries.
- Maintained daily reports to superiors regarding resolved issues.
- Greet the Customers.

Zulekha Hospital

Customer service Representative – Office Administrator:

Accountability:

- Analyzed and processed documents contained customer information.
- Performed quality check on customer's accounts for payments and receipts.
- Resolved patient's related issues such as, editing amendments of accounts.
- Followed up Technical Department, Finance Department, and Data entry regarding customer's complaints.
- Uploaded and updated customer's information in the database.
- Handled escalated inbound/outbound calls, informed staff on different procedures.
- Maintained daily reports to superiors regarding resolved issues.
- Filed up all the daily documents.

Languages:

English, Urdu, Hindi, Baluchi, Persian & Arabic Submissive.

References:

Available on request.