



V.Fathima

Dubai,UAE
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Carrier Objective:

To work in an atmosphere where I can get more knowledge as well as the experience to perform as marketing perform

Educational Qualification:

Graduate	:	BCA (University of Madras)
Year of Passing	:	2011
Higher Secondary	:	Jai Gopal Garodia Govt Girls Hr Sec School
Year of Passing	:	2003
SSLC	:	New Prince Matric Hr Sec School
Year of Passing	:	2000

Skills

- Answering calls, taking messages and handling correspondence
- Implementing new procedures and administrative systems
- Managing daily / weekly / monthly agenda and arrange new meetings
- Manage / maintain Commercial Invoices / daily accounts and other documents
- Maintaining Office Documents and related files in soft copy as well as hard copy
- Checking emails and give them appropriate reply
- Basic accounting knowledge
- Multi-tasking abilities ,Good communication and problem solving skills
- Support other teams with various administrative tasks
- Proficient in MS Office packages (Excel / Word / PPT / Email etc.)
- Capable to maintain the office environment

Working Experiences

1. Focus Home Care Services Co.LLC

Shk Zyed Road, Dubai, UAE

Designation: Follow Up Clerk

Duration: 1 Year 4 Months

(May 18, 2015 to August 25, 2016)

Working Profile in Focus

- Maintain records of expenses, files handling, Administrative works, Preparing Quotation Etc
- Handling petty cash.
- Customer Handling ,Calls Handling, Preparing Daily Schedule
- Investigate and resolve customer complaints and queries o the spot.
- Support other functions(i.e Inbound,Outbound,E mail etc)
- Taking necessary actions to improve the customer experience

2. Excellent Home Cleaning Services.LLC

Shaik Zyed Road, Dubai, UAE

From Oct 10, 2017 to April 10,2018

Note: Worked Under Visit Visa

Working Profile in Excellent Home Cleaning Services

- Files handling, Administrative works, Quotation Preparation
- Customer Handling, Calls Handling
- Preparing Daily Schedule
- Handling Petty Cash, Expenses Etc

3. Magus Customer Dialog,Chennai

Duration: 2 yrs

Deignation: Customer Dialogue Executive (CDE)

Working Profile in Magus:

- Inbound Voice Process
- Need to solve the issues of Retailer , Distributor , and Customer
- Need to Answer For The Queries Regards Product

4. Rathna Technologies
Chennai
Duration: 2 yrs
Designation: Ticket Reserve Agent

Working Profile in Rathna Technologies

- Made booking arrangements for clients in person on the phone and online
- Checked passenger manifests to confirm client bookings
- Scheduled advance and last minute booking
- Managed passenger database
- Monitored airline schedules
- Offered discounts and special deals when authorized to do so
- Developed and Implemented promotional strategies to boost airline bookings
- Worked to resolved passenger booking issues
- Consistently offered a high level of customer service

Personal Profile

Name : **V.Fathima**

Date of Birth : Sep 27, 1984

Age : 33 Yrs

Mobile : +971 55 310 3226

Religion : Muslim

Languages Known : Tamil, English

Passport Number : **N6148524**

Note: Currently in Long Term Visit Visa till May 23, 2018.

Declaration

I hereby declare that above mentioned information is true to the Best of my knowledge

(V.Fathima)