



Dubai,UAE  
Mobile: +971 55 310 3226  
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## **V.Fathima**

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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
- 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. Srinivasaka  
Enterprises, Chennai  
Duration: 4 yrs  
Designation: Billing & Cashier**

**Working Profile in Srinivasaka**

- Worked in Billing Section as Cashier
- Handled customers query regards products in showroom
- Accounts Section

**Personal Profile**

Name	:	<b>V.Fathima</b>
Date of Birth	:	Sep 27, 1984
Age	:	33 Yrs
Mobile	:	+971 55 310 3226
Religion	:	Muslim
Languages Known	:	Tamil, English
Passport Number	:	<b>N6148524</b>

**Note : Currently in visit visa valid till November 30,2018.**

**Declaration**

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

**(V.Fathima)**