

# SAIRA KHOKHAR



Dubai, United Arab Emirates | +971552703455 | [sairakhokhar777@gmail.com](mailto:sairakhokhar777@gmail.com) | Age: 22

## PROFESSIONAL SUMMARY

Self-motivated and enthusiastic individual offering in-depth experience in administration of vital business projects and processes. Excellent communicator with strengths in daily operations management, administration, workflow improvements and customer service.

## SKILLS

|                                   |                              |
|-----------------------------------|------------------------------|
| Documentation and control         | Recordkeeping                |
| Credit and collections            | Customer Service             |
| Policy and procedure modification | Time management              |
| Data management                   | Cash register operations     |
| Data Entry                        | Point of sale knowledge      |
| MS Office                         | Maintaining store appearance |
| Administrative support            | Interpersonal skills         |

## WORK HISTORY

### JANUARY 2019-NOVEMBER 2019

#### Receptionist Administrator | Asap Real Estate | Dubai, UAE

Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.

Oversaw appointment scheduling and itinerary coordination for both clients and personnel.

Maintained accurate, current and compliant financial records by monitoring and addressing variances.

Assisted internal staff with clerical and administrative needs to maximize efficiency and team productivity.

Aggregated and prepared documentation and reports for office meetings, distribution and filing.

### MARCH 2018-DECEMBER 2018

#### Cashier | Red Cherry Trading Co L.L.C | Dubai, UAE

Counted cash in register drawer at beginning and end of shift.

Processed POS transactions, including checks, cash and credit purchases or refunds.

Checked prices for customers and processed items sold by scanning barcodes. Educated customers on promotions to enhance sales.

Answered questions about store policies and concerns to support positive customer experiences.

Prepared and submitted end-of-shift reports using company software.

**JUNE 2017-MARCH 2018**

**Customer Service Representative** | Sargodha Organic Agriculture Product L.L.C  
| Dubai, UAE

Compiled customer feedback and recommended service delivery improvements to management.

Offered advice and assistance to customers, paying attention to special needs or wants.

Provided primary customer support to internal and external customers in fast-paced environment.

Answered customer telephone calls promptly to avoid on-hold wait times.

Cultivated customer loyalty, promoted repeat customers and improved sales.

Regularly exceeded daily sales and product add-on quotas.

Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.

**EDUCATION**

**Bachelor of Arts:**

Federal Board Of Islamabad, Islamabad,

Pakistan **Intermediate of Commerce:**

Federal Board Of Islamabad, Islamabad, Pakistan

**ADDITIONAL INFORMATION**

Visa Status: Residence Visa

Nationality: Pakistani

Languages: Urdu, English, Punjabi

Marital Status: Single