

MARIYAM NOOR MOHAMMED BACHOU

Extensive experience in Marketing and Administrative fields with expertise in handling activities like telemarketing, HR coordination, office administration, maintaining the employee database, issuing correspondences, tele sales, preparing expense reports, customer service, making presentations, etc.



RNR INTERNATIONAL REAL ESTATE | DUBAI | UAE Senior Marketing Coordinator & Administrative Executive-2020

- Facilitated and coordinated all Real Estate activities.
- Documented all confirmed and pending sale and rental information.
- Communicated with clients to comprehend their property needs and preferences.
- Liaison between Buyers and Sellers to ensure good experiences for both parties.
- Developed and maintain a relationship with internal and external Real Estate Agents.
- Maintained total confidentiality of sale records and client information.
- Addressed and resolved customer complaints professionally.
- Assisting in the recruitment process by reviewing CVs, identifying and shortlisting suitable candidates, and performing reference checks.
- Conduct **Induction** Sessions for the Executive & Middle-level entrants in the organization.

GULF OASIS INSURANCE BROKERS LLC| DUBAI| UAE Tele sales Call Centre Executive- 2019-2020

- Attended outbound and inbound calls in a high volume.
- Ensured excellent customer service to new and existing customers.
- Demonstrated the aptitude to clarify complex policies and procedures with clients.
- Strong verbal and written communication skills essential to ensure high customer satisfaction.
- Created new positioning statements delivered used by the center to ensure a seamless transition to new pricing plans.
- Skills Used Customer service skills, problem-solving, and analytical skills.

AIR ARABIA| SHARJAH| UAE Call Centre Specialist-2018

- Effectively handled incoming calls and inquiries regarding ticket availability and provided accurate and thorough information regarding air schedules.
- Accurately processed ticket sale transactions via phone calls and emails.
- Handled several forms of ticketing like reissues, exchanges, and group tickets.
- Followed all airline procedures for credit card purchases.
- Ensured optimum customer satisfaction.

AL MUQQARRAM AUTO SPARE PARTS LLC| DUBAI| UAE Executive Sales Coordinator- 2012- 2016

- Supported the sales team in completing the sales orders.
- Ensured customer expectations were met in line with the corporate guidelines.
- Provided the sales team with administrative support including scheduling meetings with customers.
- Attended all incoming phone calls and logged them in the system for reports.
- Assisted the sales team in preparing and sending price quotations and correspondences to customers.
- Completed documentation for processing sales orders such as raising invoices, filling forms, and updating the system.
- Liaised with internal departments to follow up on approvals and delivery of all sales orders.
- Provided a full range of administrative support to the Domestic Sales Manager.

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EXPERTISE IN

- TELEMARKETING
- LEAD GENERATION
- BUSINESS DEVELOPMENT
- ORGANISATIONAL SKILLS
- HR MANAGEMENT
- ADMIN COORDINATION
- MULTITASKING
- TIME MANAGEMENT
- PROBLEM-SOLVING
- REPORTS MAKING
- PRESENTATIONS

EDUCATION

1988 Higher Secondary School
Al Ummah High School,
Dubai, UAE

TECHNICAL SKILLS

- HRIS
- MS Office

CERTIFICATIONS

1993 Certificate in Secretariat
1995 Office Management
2007 Customer Service Excellence &
Professional Telephonic Skills
2007 Effective Time Management



AXA INSURANCE GULF| DUBAI| UAE

Motor Claim Executive -2006-2011

- Coordinated and processed claims for payment against businesses and individuals.
- Gathered claims documents, analyzed records, prepared reports, and send the reports to Claims Manager for settlement.
- Interpreted police reports and court cases from Arabic to English and vice versa to Arab customers and staff.
- Assisted customers' needs, attended to customer calls, and informed them of any delays or repairs.
- Maintained notification tracking and sent notifications to other insurance companies.
- Managed payroll and pay slips for the employees and additionally managed employee compensation and benefits.
- Framed new policies and amended the old ones as per the company requirements.



AL YOUSUF MOTORS LLC| DUBAI| UAE

Senior Executive Secretary - 1990-2006

- Responded to all incoming and outgoing calls, fax and emails.
- Maintained the CEO's calendar, updated the schedules, coordinated meetings, and business trips, and captured meeting minutes.
- Supervised the entire life cycle of recruitment like identifying manpower specifications, sourcing, selection process, conducting interviews, etc.
- Planned human resource requirements in coordination with various functional and operation heads.
- Prepared annual HR budgets and advised the department on cost-saving ideas.



GULF ETERNIT TRADING CO. LTD.| DUBAI| UAE

Executive Coordinator-1988-1990

- Attended incoming and outgoing calls and faxed documents.
- Answered emails, handled staff visa and passport renewals, leave calculation.
- Managed staff's air ticket reservations, arranged travel information for all managers and their families.
- Facilitated all company meetings and took meeting minutes.
- Maintained the Director's and Chairman's daily routine documents.
- Updated the systems regularly and issued cheque payments to clients.
- Handled issuance of appointment letters, warning letters, and notices.



REFERENCES

Available on request



PERSONAL INFO

Nationality : Indian
Gender : Female
Languages : English| Arabic| Hindi| Urdu
DOB : March 14,1970

Visa Status: Own Visa

LinkedIn:

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