

# Sanaa Sheikh

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DOB : 19-August-1987

Languages : English, Hindi, Urdu & Basic Arabic

Marital Status : Married

Religion : Muslim



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## **Career Objective:**

Seeking for a better working organization, which will permit me to use and contribute my abilities and also to enhance my knowledge and contribute towards its growth.

## **Education:**

- Bachelor of Arts in 2012
- Intermediate in 2009
- HSSC 2008

## **Professional Training**

- **Microsoft Office** (Working Knowledge)
- **ERP Software** (Working Knowledge)

## **Professional Skills:**

- Multitasking
- Problem Solving Approach
- Good Listener
- Effective Coordination
- Self-Driven
- Self-Motivated
- Very good Interpersonal & communication skills
- Can work with minimum supervision
- Adoptability

## **Employment History:**

1. **With Nakheel Malls Under ADECCO Middle East, Dubai, U.A.E.**  
**Customer Services / Admin (January 2019 to date)**

### **Duties and Responsibility:**

- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Lost and Found Reporting
- Petty Cash Management
- Perform customer verifications
- Direct requests and unresolved issues to the designated resource
- Keep records of customer interactions
- Record details of inquiries, comments and complaints
- Record details of actions taken
- Follow up on customer interactions

- Provide feedback on the efficiency of the customer service process

**2. THE NEW INDIA ASSURANCE CO. LTD (RAIS HASSAN SAADI INSURANCE AGENT LLC)**

Dubai, U.A.E.

**Key Executive (Administration) (November 2017 – December 2018)**

**Duties and Responsibility:**

- Coordination with Clients and Customers for their claims and complaints.
- Coordination with Vendors and Brokers for their Insurances Claims.
- Implementation of new rules and procedures with close coordination with Vendors and brokers.
- Provide the feedback of Customers, Clients and Brokers to the management for the continual improvement.
- Maintaining and keeping the records of confidential documents of Insurance Authority.
- Assistance in HR activities and arrangements of interviews and meetings
- Implementation of Team Goals and Sales Targets set by the management.
- Assistance in making internal administrative policies and their implementation.
- Preparation and Issuance of LPOs for petty purchases.

**3. ZAS HEALTH CARE LLC, Dubai, U.A.E.**

**Admin Assistant (March 2013 - September 2017)**

**Duties and Responsibility:**

- Coordination with Hospitals and Doctors for their surgeries and implants deliveries.
- Assistance in HR activities and arrangements of interviews and meetings
- Assistance in making internal administrative policies and their implementation.
- Provide the feedback of Hospitals and Doctors to the management for the continual improvement.
- Preparation and Issuance of LPOs for petty purchases and Implants.
- Answer calls from Clients regarding their inquiries.
- Maintained daily attendance register of staff and updating the leave record.
- Managed all the general administration duties in the office.
- Provide general administrative and clerical support including mailing, scanning, faxing and copying to management and Maintain electronic and hard copy filing system.
- Maintain office supplies for department.

**References:**

Can be furnished upon request.