

CURRICULUM VITAE

RASHIDA A. SIAMWALA	E-mail: siamwala.rashida@yahoo.co.in
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CAREER OBJECTIVE:

A highly motivated and result driven professional with a proven record of achievement. Utilizing excellent business skills to contribute and make a positive difference to the organization. Ability to adapt well and perform in demanding work situations. Seeking a challenging position so my skills can be better utilized.

EDUCATIONAL STATUS:

Under Graduated in Commerce from Pune, India

KNOWLEDGE:

Basic computer operating knowledge in MS Word & MS Excel.

Tele - communication skills.

Ability to learn new software/programs.

SKILLS:

- Excellent Communication & writing Skills.
- **Well-organized and responsible with an aptitude & Initiative in problem-solving.**
- **Time Management Skills.**
- Dependability and Reliability.
- Confidentiality.
- Customer or Client Service Orientation.
- Interpersonal skills.
- **Multitasking. ...**
- Prioritizing. ...

WORK EXPERIENCE:

COMPANY : SAIL EMARATE GENERAL TRADING LLC –
Admin/CustomerCare / Front Desk / Accounts Assistance / Sales
Coordinator.
(September 2020 – Till Date)

DUTIES :

- Providing office support to either an individual or team and is vital for the smooth-running of a business.
- Fielding telephone calls, receiving, and directing visitors, word processing, creating spreadsheets and presentations, and filing.
- Assisting Accounts dept in day to day accounting works as sales entries, Purchase Entries, Import Entries, Stock Inventory Etc.
- Attending phone calls from customers and providing feedback, with a good customer approach
- Maintain and keep current detailed records, reports and customer data
- Maintaining all relevant customer related data in the system/files concerning Admin & Finance
- Schedule individual or group appointments and meetings.

COMPANY : AL TALFAZA TRADING LLC –Receptionist/Admin/CustomerCare
(August 2016 – July 2020)

DUTIES :

- Attending phone calls from customers and providing feedback, with a good customer approach
- Maintain and keep current detailed records, reports and customer data
- Maintaining all relevant customer related data in the system/files concerning Admin & Finance
- Schedule individual or group appointments and meetings
- Handling Calls For Al Jazeera Sports, Osn-Pehla & Abu-Dhabi Media

COMPANY : MMT BEIJING ;– Sales Co-Ordinator /
Receptionist/Admin/CustomerCare
(September 2014 – June'2016)

DUTIES :

- Coordinating the sales team by managing schedules.
- filing important documents and communicating relevant information.
- Ensuring the adequacy of sales-related equipment or material.
- Responding to complaints from customers and give after-sales support when requested.
- Attending phone calls from customers and providing feedback, with a good customer approach
- Maintain and keep current detailed records, reports and customer data
- Maintaining all relevant customer related data in the system/files concerning Admin & Finance
- Schedule individual or group appointments and meetings

COMPANY : STARMAX SECURITIES LLC –Receptionist/Admin/CustomerCare
(May'2012 – June'2014)

DUTIES : - Attending phone calls from customers and providing feedback, with a good customer approach
- Maintain and keep current detailed records, reports and customer data
- Maintaining all relevant customer related data in the system/files concerning Admin & Finance
- Schedule individual or group appointments and meetings
- Handling Calls For Al Jazeera Sports, Osn-Pehla & Abu-Dhabi Media

COMPANY : **IDEA CELLULAR LTD (INDIA)** – Customer Care Executive
(January’2010 – December’2012)

DUTIES : - Informing Customer about promotional offers.
- Convincing potential customer to make optimum utilization of their facilities
- Introduction of new products & services
- Handling customer enquiries
- Updating prospective customers about new offers & facilities
- Handling customer grievances & resolving them
- Building strong rapport with the customers for prospective business

COMPANY : **AIRTEL LTD (INDIA)** – Verification Back Office
(March’2006 – January’2010)

DUTIES : - Informing Customer about promotional offers.
- Verification of documents for the process.
- Maintaining record files.
- Convincing potential customer to make optimum utilization of their facilities
- Handling customer queries related to documentation
- Updating prospective customers about new offers & facilities
- Handling customer grievances & resolving them

PERSONAL DETAILS:

Full Name	:	Rashida. Abdeali. Siamwala.
Date of Birth	:	6 th May ‘1983.
Nationality	:	Indian.
Religion	:	Muslim.
Languages Known	:	English, Hindi, Gujarati, Urdu.
Permanent Address	:	Deira , Dubai, UAE.
Visa Status	:	Company Visa – Employment Visa.
Passport #	:	T4364184.

Rashida A. Siamwala