



ZAIBA

Dubai, UAE

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EXECUTIVE SUMMARY

Motivated and detail-oriented sales coordinator with 2 years of experience and 6 years of cashier cum receptionist experience, seeking a management position. Seeking an opportunity to apply my advanced knowledge of sales and customer service and my experience with team-building and staff development.

STRENGTH & COMPETENCIES

- Quick thinking/learning.
- Self-confidence/resilience.
- Planning and organizing.
- Initiative/Independence.
- Results/quality orientation.

PROFESSIONAL EXPERIENCE

Position : Sales coordinator

Period : August 2018 to November 2019

Employer : Millennium Printers (Doha - Qatar)

- Processing Orders, preparing quotations and assisting the team with price and product information as requested by the sales team. Create Invoices. (Sales Order, delivery notes & cri notes).
- Establish and maintain a very excellent working relationship with the field sales team to face improved communication and customer service.
- Handling purchase order process of HP and AFC team
- Monitor ETA with vendor, forwarders
- Handling customer inquiries on orders, shipments, delivery dates, quantities, and payment status.
- Placing stock and B2B orders on a daily basis with the vendor,
- Updating inventory, tracking product availability, controlling data for claims, and Preparing Monthly and weekly sales reports through ERP system (Navision).
- Coordinating with product managers [local and international level] and salespersons Make Sales report, weekly and monthly basis
- Close coordination with the Accounts and Logistics Departments to get the orders processed.
- Calculating Margins of various products.
- Managing an existing client base, Dealing with any customer issues.

- Managing, planning and monitoring inventory
- Receiving & registering orders from customers to determine availability & inform the planning team of the expected shipping date of the items on orders

Position : Receptionist Cum Cashier

Period : May 2013- February 2016

Employer : Ajnadin Beauty And Spa(Doha - Qatar)

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Inform visitors by answering or referring inquiries.
- Attending the calls, arranging the meetings & replying to the customer mails.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Order front office supplies and keep inventory of stock.
- Update calendars and schedule meetings
- Receive payments by Cash, Credit Cards, Vouchers or Automatic Debits.
- Issue receipts, refunds, credit or due to customers Preparing Daily Ordering report.
- Other correspondence tasks as assigned.

Position : Cashier

Period : March 2012 –August 2012

Employer : Mochi The Shoe Shop (India)

- Maintaining & responsible for the cash in a counter.
- Maintaining variety of products.
- Receiving & sending the products.
- Receive payments by Cash, Credit Cards, Vouchers or Automatic Debits.
- Issue receipts, refunds, credit or due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct & that there is adequate change.

Position : Cashier

Period : Jan 2011 –March 2012

Employer : Taruni Clothing Pvt Ltd (India)

- Managing transactions with customers using cash registers.
- Scanning goods and ensuring pricing is accurate.
- Collect payments whether in cash or credit.
- Handle merchandise returns and exchanges
- Resolve customer complaints, guide them, and provide relevant information.

Position : Accountant

Period : November 2009 – November 2010

Employer : Al Malik Hajj-O-Umrah Tours &Travels (India)

- Tracking payments to internal and external stakeholders.
- Manage all accounting transactions.
- Reconcile accounts payable and receivable.
- Ensure timely bank payments.
- Reinforce financial data confidentiality and conduct database backups when necessary.

Position : Secretary Cum Receptionist

Period : May 2007 –July 2009

Employer : Balad Realtors (India)

- Greet visitors appropriately and maintain visitor register.
- Answer and address incoming phone calls in a timely and polite manner.
- Monitor people coming and going through the reception doors.
- Monitor and record petty cash payments
- Set up the meeting room with necessary stationery and equipment.
- Schedule and follow up on appointments.

ACADEMIC QUALIFICATIONS

Degree : Graduate (BCA).
University : Alagappa University, India.

COURSES, TRAINING & WORKSHOPS

- City & Guilds, Qr. International Beauty Academy-Tajmeel.
- Hardware & Software and Tally 0.9, U.S. Computer Academy
- Post Graduate Diploma in Computer Application, U.S. Computer Academy
- Diploma in Task Application, U.S. Computer Academy

PERSONAL DETAILS

Name : Zaiba
Nationality : Indian.
Religion : Islam.
Marital Status : Married.
Languages Known : English, Urdu, Hindi, Kannada, Basic Malayalam.

PASSPORT DETAILS

Passport No : U8892782
Date of Issue : 02/03/2021
Date of Expiry : 01/03/2031
Visa Status : Husband Visa

DECLARATION:

I hereby declare that the information given about is true to the best of my knowledge. Given an Opportunity, I assure the authority that I shall discharge my duties and responsibilities with ability, industry and integrity.

Zaiba