Gleyi Tlijani

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Nationality: TUNISIA

D.O Birth: 10-1984

I am a punctual and motivated individual who worked with Government and multinational organizations. I have joined busy environments and produced high standards of work. I am an excellent team worker and am able to take instructions from all levels and build up good working ethics & relationships.
I am flexible, reliable and possess excellent communication skills.

SOCIAL MEDIA

linkedin.com/Gley.Tlijani

EDUCATION

2006-2011:
Bachelor Degree in English language, Arts
High School Of Arts & Humanities and Languages
TUNISIA (I S E A H G).

SKILLS

Project management
Communication
Organizing skills
Ability to work under
Decision making
Conflict resolution
Self-motivation

Team work
Creativity
Responsibility
Reliable and Energetic
Details oriented
Public relations

WORK EXPERIENCE

Operations Management
Nob 2020 till Present: **Utica Gold Trading & Services LLC**

- ❖ Management Operations for the company.
- ❖ Company set up procedures to gold traders.
- ❖ Manage the clients' profiles professionally.
- ❖ Entertain the client's requests.

Operations Manager
May 2017 to Oct 2020: **DBC-Consulting DMCC**

- ❖ Provide and oversee the daily manpower HR services for the workplace.
- ❖ Relocation services for employees from Europe towards UAE, process & documentations &policies and trainings.
- ❖ Employment related services (Employment visas , dependent visas, business trip visas and health insurance subscription)
- ❖ Employees' letters issuance.
- ❖ Payroll & leaves updates.
- ❖ Company related services (License renewals, lease renewals, license amendments, company related papers…)
- ❖ New company set up for European clients. Communicate with the clients& clarify their queries and convert them into leads.
- ❖ Open the client's companies and manage their profiles.
- ❖ Bank related services (Bank accounts opening for both employees and companies)
- ❖ Liaison between management and external authorities & clients.
- ❖ Coordinate the intricate logistical details of projects to ensure on-time project delivery.
- ❖ Reports generation and coordination with the existing clients for the payment terms.

Gleyi Tlijani

TECHNICAL SKILLS

MS WORD
Expert

MS Excel
Intermediate

Outlook
Advanced

Windows 10
Intermediate

LANGUAGE SKILLS

Arabic
Native Speaker

English
Professional

Customer Service Representative
Sep 2014 – May2017: DMCC Authority (Dubai Multi Commodities Center)

- ❖ Company incorporation services:
- ❖ How to open a business.
- ❖ Types of licenses the authority (DMCC) is providing.
- ❖ Requirements& stages needed to open a business.
- ❖ Entertain clients in how to fill their applications from first step till getting their licenses.
- ❖ Follow up with the concerned departments regarding clients' applications/ requests and update them via mails & phone and Chat channel.
- ❖ How to apply for new employment visas &Documents required & fees and policies.
- ❖ Employment services related applications.
- ❖ Follow up with immigration department for the status of each application and update clients accordingly.
- ❖ Employment disputes, escalations to the legal team.

Document controller: April 2013 - September 2014
MANAYER MARKETING UAE- Finance House of Abu Dhabi

- ❖ Customer data updating.
- ❖ Update systematic memos.
- ❖ Assist customers with returns purchasing product (Debit Card),
- ❖ Online product usage.
- ❖ Account activation: Activate the Debit Cards for both the owner & his/her beneficiary
- ❖ Build up excellent relations and partnerships that significantly increased business within and outside the country (UAE, France, Italy, and UAS).
- ❖ Further tasks were given in the organization such as:
- ❖ Assist new joiners with training including product knowledge
- ❖ Customer satisfaction training.
- ❖ Train the new joiners in how to be in flow with clients (Account opening, closure, transfer fund,)
- ❖ Evaluate new business.
- ❖ Perform in updating the MMF (monthly management fee) in our system

I hereby undertake that the above given details are true. Please feel free to reach me out on the given contacts anytime.
Thank you.