

SPOUSE VISA

SHABINA ZAHID-RAHIM KHAN

Mobile: +971 589 587952
Address: Al-Barsha, Dubai
Email: ashabina47@gmail.com



Career Objective

To obtain a meaningful and challenging position that enables me to learn the field and allows for advancement. To work in a stimulating environment where I can apply & enhance my knowledge, skill to serve the firm and the community to the best of my efforts.

Experience

Designation : Customer Service Representative
Report to : Floor Manager
Organization : Health Care DM (Aster)
Major Duty : Customer Service
Working Period : March- 2021 to Sept (6 Month Contract)

Job Responsibilities

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Build sustainable relationships and trust with customer through open and interactive communication
- Verify insurance and update patient files & Provide instructions for a relevant Clinic.
- Post Every day Shift Getting update for next day if necessary.
- Granting pre-authorizations for medical treatment, if covered.
- Identify and assess customers' needs to achieve satisfaction.
- Follow communication procedures, guidelines, and policies
- Take the extra mile to engage customers

Designation : Administration & Customer Service
Report to : Principal
Organization : Vigyor International School-Mumbai
Major Duty : Support Staff
Working Period : June- 2017 to December- 2020

Job Responsibilities

- Assist and support teachers in initiating classroom discipline.
- Assist teaching staff in preparing instructional material.
- Maintain daily attendance record of students in a school.
- Maintain and manage school records in an organized manner
- Maintain and manage school premises neat, clean and hygienic.
- Assist and support school principal in running the school successfully.
- Maintain, manage and organize instructional material, tools, kits and equipment.
- Answer and respond to student inquiries regarding their attendance, fees and academics.
- Maintain regular contacts with parents and update them on their children's attendance and

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Education

HSC : 2015
DIPLOMA : 2017

Language

English : Reading / Writing / Listening / Spoken
Hindi : Reading / Writing / Listening / Spoken
Marathi : Reading / Writing / Listening / Spoken
Urdu : Reading / Writing / Listening / Spoken

Computer Skills

Microsoft Office
Internet browsing

Skills & Knowledge

- Providing a safe and stimulating environment that facilitates learning.
- Monitoring and recording progress and maintaining records.
- Fully proficient in managing external and internal relationship.
- Excellent communication, interpersonal, negotiation skills.
- Willing to learn and take on new challenges.
- Flexible and able to work under pressure.
- Independent as well as a team player.

Strength

- Excellent interpersonal skills, confident and poised in interaction with individuals and groups.
- Dedicated individual; achieving a reputation for consistently going beyond what is required.
- Highly ethical and can work in a team.
- Well organized and able to manage multiple tasks effectively.
- Creative approach to problem solving through use of excellent analytical skills.

Personal Details

Nationality : Indian
Date of Birth : 13/10/1992
Marital Status : Married
Religion : Islam
Passport No : U8519753

Other Info

Currently on spouse Visa, seeking for new opportunity in worlds most diversified Country to explore my experience and learn new things.