

Sundas Sagheer

Position: **Receptionist | Guest Service Assistant | Customer Service | Admin Assistant**

Experience: **Over 05 Years**

Educational Qualifications: **Bachelors**

Key Skills: **Communication Skills, Office Management, Organizational Skills, Interpersonal Skills, Administrative Support**

Mobile: **+971 52 814 4162**

Current Location: **Abu Dhabi, UAE**

Availability: **Immediately Available**

Email: sundasjutt3@gmail.com



Summary of Career

- Presenting **over 05 years** of **diversified experience**, within various legendary industrial environments, including **Recruitment, Service and Telecommunication**.
- Having experience of **Receptionist | Customer Service Officer | Sales Representative**.
- A fast learner with strong cooperate experience in multi-cultural organizations.
- A self-motivated, open minded and a go-getter with a positive approach.
- Excellent communication skills, both verbal and written.

Major Roles in Various Organizations

- Receptionist in **Noukri Recruitment LLC, Abu Dhabi, UAE** - Jan 2020 to Sept 2020
- Customer Service Officer in **Modern National Laundry, Abu Dhabi, UAE** - May 2017 to Dec 2019
- Sales Representative in **Greenbiz Communications, Lahore, Pakistan** - Feb 2015 to Feb 2017

Educational Qualifications

- Bachelor of Commerce – Pakistan - 2016

Computer Skills/ Software Skills

- MS Office
- Outlook

Employment Records

Noukri Recruitment LLC : **Abu Dhabi | UAE**
Job position : **Receptionist**
Year : **Jan 2020 – Sept 2020**

Noukri Recruitment LLC is a manpower, recruitment and staff outsourcing services to entire UAE region based in Abu Dhabi, UAE.

As a **Receptionist** my duties & responsibilities were as follows:

- Greet and welcome guests as soon as they arrive at the office.
- Answer, screen and forward incoming phone calls.
- Provide basic and accurate information in-person and via phone/email.
- Answer and attend to any customer queries, complaints forwarding to relevant department if and when required.
- Direct visitors to the appropriate person and office.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
- Receive, sort and distribute daily mail/deliveries.
- Order front office supplies and keep inventory of stock.
- Maintain office security by following safety procedures and controlling access via the reception desk.
- Update calendars and schedule meetings.

Modern National Laundry : **Abu Dhabi | UAE**
Job position : **Customer Service Officer**
Year : **May 2017 – Dec 2019**



Modern National Laundry is Abu Dhabi's leading laundry with excellent quality and customer service.

As a **Customer Service Officer** my duties & responsibilities were as follows:

- Process laundry by either washing, dry cleaning or pressing.
- Maintain hotel deliveries like Al Mamoura, Nation Tower, Ramada.
- Handling all branches weekly sales and cash reports.
- Follow procedures for the above processes as established by the Laundry Manager.
- Carefully use of laundry chemicals, solvent and spotting chemicals as instructed.
- Mark all items for laundering paying attention to room numbers and sequences.
- Pay particular attention to any items requiring pre-wash soaking.
- Attend daily briefings with Supervisor and accomplish daily tasks as instructed.
- Ensure all guest requests and instructions are adhered to. E.g. fold in trousers. Light starch, shirt folded etc.
- Ensure working area is kept clean and organized.
- Adhere to personal grooming and hygiene standards.
- Carry out valet services as needed including delivery of linen.

Greenbiz Communications : **Lahore | Pakistan**
Job position : **Sales Representative**
Year : **Feb 2015 – Feb 2017**

Green Biz Communications is an inbound & outbound call center operated from Pakistan (Lahore).

As a **Sales Representative** my duties & responsibilities were as follows:

- Call people using a given phone directory.
- Answer incoming calls from prospective customers.
- Use scripts to provide information about product's features, prices etc. and present their benefits.
- Ask pertinent questions to understand the customer's requirements.
- Record the customer's personal information accurately in a computer system.
- Deal with complaints or doubts to safeguard the company's reputation.
- Keep records of calls and sales and record useful information.

Personal Details

- Gender : Female
- Nationality : Pakistan
- Visa : Visit visa valid until May 10, 2021
- Language Known : English & Urdu