**NADA OMAR AL HABIL**

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**Objective:** Seeking a position that will allow me to utilize my Administration, Marketing and customer service capabilities as well as qualifications and acquired skills to the best of my ability by working in a competitive environment.

**Education:** Bachelor of Business Administration {Marketing}

Ajman University of Science & Technology

Graduated in July 2007

 High School Diploma/ science section (2002-2003)

 Al-Sho'ala Private School, Sharjah, UAE,

**Profile:** 10 years of professional experience in Marketing Coordinator, administration, Training consultant and customer relation management. Good knowledge in marketing research as marketing plan, SWOT analysis, marketing strategy. Moderate involved in writing marketing reports and preparing conference agenda. Good experience in human recourse activities such as employee allowances, compensations and benefits.

**Experience Record:**

**NOV2018 – JUN2020:** Tanmiyat Global

**Position:** Marketing Manager

 **Responsibilities:**

- Cold calling
- Lead generation
- Collecting accurate information from clients
- Handling client queries.
- Timely support to sales team.
- Daily lead report Reports
- Attending all complaints and feedback of customers to develop the quality of customer services..
- Building good Relation with clients to present the company to meet company’s objectives.
- Reporting on daily basis all the activities.
- Provide best level of service to the customer
- Monitoring and uploading company listed properties on the web portals
- Perform unit listing according to the company policy
- Monitoring the company channels to generate proper leads.
- Filter the listed units according to the unit status and availability required
- Highly responsible for meeting the client's satisfactions.

**JUNE 2011 – October2017:** Vision Institute Of Professional Education, Dubai

**Position**  : Marketing coordinator

 **Responsibilities:**

1. Prepare marketing plan each month to reach target student.
2. Conduct marketing research through the telephone to reach potential clients
3. Register potential customer in the CRM software(customer relation management)
4. Understand customer need through short interview by the phone.
5. Send email with profile fully details of our service, course modules, registrations requirement and fees.
6. Conduct meeting with student to understand their needs and explain to them more details.
7. Advice student which suitable field for them base on their certificate and experience.
8. Prepare subject materials which is decide by the academic stuff & supervisor.
9. Register student and follow up till the end of the course and submit him his/her certificate.

 **April 2010 – FEB 2011 :** CRM Middle East, Dubai

 **Position**  : Marketing Executive.

 **Responsibilities** :

**Marketing DEPT**

Build customer’s interest in the services and products offered by the company

Provide personalized customer service of the highest level

Update the existing databases with changes and the status of each customer/prospective customer

Arrange for the dispatch of products, information packages, brochures etc. to clients and other interested parties

Follow up the calls of the client with clerical duties which includes faxing, filling up paperwork, doing checks on credit references as well as liaising with other departments

**Marketing research**

understanding each client's demands and requirements.

collecting data through our CAT I (computer aided telephone interviews)

**July 2008 – Feb. 2010** : Road & Transport Authority – RTA, Dubai

**Position** : Manager Assistant – Legal Department.

**Responsibilities** :

1. Conducting meeting & write minutes of meeting.
2. working as administrator on health insurance
3. Send &receive health card.
4. Entering data.
5. Filing.
6. Conducting meeting.
7. Prepare agenda.
8. Writing letters.
9. Take minutes of meeting.
10. Scan received letters & sends it to other DEPT.

 **Road & Transport Authority – RTA, Dubai (continued…)**

**Position** : Compensation and Benefit Administrator –

 HR Department.

**Responsibilities** :

* Handling benefits & compensation.
* work on allowances :
	+ Car allowance.
	+ Housing allowance
	+ Mobile allowance.
	+ Job nature allowance.
	+ Housing allowance.

**Experience Record: (continued…)**

**2008 Six Month**  : Trans Gulf Management Consultation, Sharjah.

**Position** : Marketing Coordinator.

**Responsibilities:**

* Coordinating with organizers.
* Collecting & searching for Information.
* Preparing for conferences. Conducting meeting.

**2007**  : Reach Mass for Marketing Research, Sharjah.

**Position** : Telemarketing - Trainee.

**Responsibilities** :

* Conducting marketing research for different services & product:
	+ Showtime programs & software.
	+ Art channels.
	+ Etisalat product.
* Preparing questioners.

**Courses Studied:**

* Human Resources,
* Marketing Management, Advertising and Promotion, Business to Business Marketing, International Marketing, Business Research Methods, Marketing Research.
* Behavior and Organization Behavior.
* Business Law, Business Communication, Consumer

**Special Skills:**

* + - * + Leadership and organizational skills.
				+ Strong communication and team work skills.
				+ Ability to apply academic knowledge to real life situations.
				+ Highly motivated and hardworking.
				+ Quick learner with a great adaptability to various tasks.
				+ Time management skills with ability to sit and match deadlines.

**Computer Skills:**

* **Marketing Software**:
	+ SPSS : statistical Analysis Software
* **MS Office:** Word, Excel, Access, Power Point, Outlook.
* **Typing :** English & Arabic.

**Languages:** Fluent in Arabic (Mother Tongue).

 English (Second Language), both oral and written.

**Personal Information:** Marital Status : married

Nationality : Palestinian

Date of Birth : 10/05/1985

Place of Birth : Dubai, UAE

**References:** References furnished upon request