

# ZAINA T M

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Visa Status: Employment



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## Career Objective

To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization and build my professional career.

## Key Skills and Characteristics

### Interpersonal Skills

Ability to maintain positive business relationship with clients and staff, demonstrating high degree of customer service requirements.

- Customer service orientation
- Positive employee relations.
- Multitasking and time management.
- Research skills.
- Supervisory skills.
- Office operations experience.
- Computer proficiency and knowledge of relevant software.

### Technical Skills

- Well versed with Microsoft Excel and Microsoft office Applications.
- Good Mathematical and Accounting Skills.
- Excellent knowledge of computer, Internet, and Email applications.

## Professional Experience

### Ibin Sina Medical Center, Ajman, United Arab Emirates

Designation: customer service officer/admin

Sep 2019- till date

#### Duties & Responsibilities

- Keep record of customer interactions, process customer accounts and file documents.
- Identify and access customers need to achieve satisfaction.
- Manage large amount of incoming phone calls.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Organize, compile, update, company personnel records and documentation.
- Preparing bills and making payments.
- Providing excellent customer service by offering assistance to customers in professional and efficient manner.
- Processing patient admission and discharge documents.
- Performing adhoc administrative duties.
- Coordination of front office activities.

## **Muslim Association College of Engineering, India**

**Designation: Asst Professor of ME**

**Sep 2013-Jul 2018**

**Designation: Lecturer of ME**

**May 2007-Aug 2011**

### **Duties & Responsibilities**

- Teaching Mechanical Engineering courses and Labs for B-tech students.
- Student Advisor – an essential responsibility.
- Project supervisor and coordinator.
- Class seminars and projects – Guidance and Framework.
- Student Industrial visits – Guidance and Framework.
- Faculty coordinator- Cultural and technical events.
- Exam coordinator – Internal
- Students guideship – Btech and Mtech various projects.

### **Subjects Taught at MACE**

Principles of Mechanical Engineering, Total Quality Management, Fluid Mechanics  
Hydraulics, Business Economics, Material Science, Operations Research,  
Computer Aided Design, Engineering Graphics, Industrial Engineering, Statistical  
Quality Control, Marketing Management, Project Management, Material science  
Lab, Metrology Lab, Hydraulics Lab, Computer Aided Design Lab.

### **Educational Credentials**

**M.Tech in Industrial Engineering and Management from MG University,  
India in 2014.**

**B.Tech in Mechanical Production from Kerala University, India in 2004.**

### **Technical Skills**

MS Office  
Microsoft Excel  
Autocad, Pro E (completed training program conducted by PTC)  
Ansys  
Primavera  
Excellent typing skills

### **Personal Profile**

Nationality : Indian  
Date of Birth : 27 Sep 1982  
Sex : Female  
Marital Status : Married  
Passport No : R7269438  
Languages known : English, Hindi and Malayalam

### **Declaration**

I hereby declare all the above details are true and correct to the best of my knowledge and belief.

**ZAINA T M**

Date:

Place: