***MARTINA MICHAEL***  

Cell Number: **+**971588533517

WhatsApp : +971588533517

Visa Status : **Husband Visa**

E-mail : martinamichael80@yahoo.com

**CAREER OBJECTIVE**

 To be associated with progressive organization that gives me scope to apply my educational and professional skills and provides me with advancement opportunity and knowledge empowerment.

**CAREER SUMMARY**

* A customer oriented and excellent communicator possesses 6+ years’ experiences as Sales executive, Customer Support Executive and Assistant admin officer.
* Excellent in conveying the client’s requirement to the in charge.
* Expertise in taking follow up on a daily basis.
* Expertise in working with a team.
* Skills used leadership, excellent customer service skills, patience, communication, ability to think quickly, and skills of persuasion.

**WORK EXPERIENCE**

**JEEBLY L.L.C UAE** **April 2020 - October 2020**

**OPERATIONS EXECUTIVE**

* Assist & Support the smooth running of the day-to-day operations of the Fleet Vessels.
* Assists in Liaising with PMTs, Marketing and Clients on Fleet vessels’ requirement when directed by Manager or Asst. Manager.
* Assist in taking charge of the requirement of the projects by interfacing with all sections within operations department.
* Arrange for Readiness inspection by internal departments as well as VOC’s personnel presence during the client’s inspection.
* Assist in providing regular update on any changes to projects’ schedules or upcoming projects when directed by Manager or Asst. Manager.
* Assist in tracking the on-hire & off-hire dates.
* Liaising with crewing section and chartering/marketing on incurrence of any charges during the project to be factored in the CPA.
* Take charge of ops preparation of new builds when delivered to Operations Dept.
* Responsible for ensuring that all fleet vessels are adequately provided with provision.
* Support the crisis management center, when required.
* All other duties as requested by the management shipping.

**SHAHID TECHNICAL CONTRACTING. LLC October 2018 - March 2020**

**DU TELECOM DIAC, UAE**

**CALL CENTER AGENT Technical Support**

**(HUAWEI Gpon project)**

* Handling and solving customer support issues via calls (inbound, outbound) and mails (consumer and enterprise clientele network).
* Link among the Direct and Indirect Sales Agents / Store Managers / Partner Managers / IT/CRM / GIS and other Du internal organizational departments.
* Handling new Activation/Relocation /Modification (In Zone and Out Zone) requests for consumer fixed services customers.
* Familiar with **Du-verse, CRM, Net Cracker, ISDP (database) Siebel.**
* Coordination and follow up with **ENOC team (Huawei), IT /CRM / GIS .**
* Updating the Tracker and the CRM.
* Coordination with the customers and field engineers in assigning tasks and work orders.
* Serves as a basic point of contact for customers with complaints, queries, request, and feedback.
* Approaching technicians to make sure the quality of work done to meet SLA. (Service Level Agreement).
* Daily documentation, reporting to Project Manager and Project Coordinator.

**EMIRATES INTERNATIONAL MEDICAL CENTER SHARJAH January 2016 - March 2018**

**FRONT DESK OFFICER**

* Registering and posting patients for clinician visits.
* Checking member eligibility with certain insurance company.
* Generating and filling insurance claim forms.
* Providing approval status to Doctors and other departments
* Handling and finalizing daily cash book.
* Handling and solving patients support issues via calls (inbound, outbound) and mails.
* Coordinating with the patients regarding appointments and follow up.
* Serving as a basic point of contact for customers with complaints, queries, request, and feedbacks.
* Taking approvals for different medical processes including consultation, procedures, lab and radiology tests Online as well as manual
* Providing training to newly appointed staff members.

***M International Maritime (Pvt.) Ltd KARACHI- PAKISTAN* May 2014 – December 2015**

***Asst. Manager Administration/Assist Crew Manager Fleet Personnel***

* Arrange planned Marketing strategy to capture new clients.
* Arrange meetings & demonstration of the web sites for business promotion.
* Arrange business promotion visits to shipping companies / Govt. Authorities in order to get them awareness of the internet technology.
* Monitor daily, weekly & monthly progress of ongoing projects & prepared management review reports.
* Assist Crew Manager Fleet Personnel in corporate affairs whenever required as directed.
* Fulfill visa requirements for overseas Principles & arrange their accommodations.

***MOBILINK TELECOM PAKISTAN KARACHI- PAKISTAN* April 2012 - December2013**

***Sale Executive Postpaid (Outbound & Inbound)***

* Managing customer relations over in-bound and out-bound calls.
* Special Project assignments: GPRS (General Packet Radio System).
* Special Customer Care Project for Prepaid Customers.
* Business Process System Analyst.

***EDUCATION***

***Bachelors Commerce***

Govt. College for Women Karachi Pakistan.

***SKILLS***

* 3 month **IT** (Information Technology) Diploma.
* High levels o f computer literacy in Word, Excel, Access, Power Point, Outlook & presentation skills.
* Ability to communicate effectively.
* Negotiation, people management and interpersonal skills.
* Possession of a professional telephone manner
* High standard of personal motivation and initiative.
* Ability to respond positively to working within a pressurized environment.
* Ability to work on Shift Basis.
* Proficiency in business applications such Siebel, CRM, Genesis cloud and highly desirable

***CERTIFICATION IN BASIC COMPUTER TRAINING***

***MARITIME INTERNATIONAL INSITITUTE***

* Microsoft Office
* Microsoft Windows
* Power Point
* Internet surfing
* Tracking

***PERSONAL DETAILS***

**Father Name:** Joseph Michael

**Date of Birth:**  01-Febuary-1991

**Nationality** Pakistani

**Marital Status:** Married

**Sex:** Female

**Languages** English, Urdu, Punjabi