

Curriculum Vitae



Saheera Umaiba
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Profile Summary

An experienced professional with over 7 years of proven experience in administration with diversified industries. Well organized, quick learner and hardworking team player with excellent communication, co-ordination, organizing, interpersonal, and time management skills. Well versed with MS office applications. Presently seeks for an executive work profile to utilize gained knowledge, experience and skills.

Educational Qualifications:

Pre-University Degree from Kerala University (1999).
Secondary School Leaving Certificate from Kerala State Educational Board (1997)

Technical Skills:

Typewriting (English- high speed)
Proficient in MS word, MS excel, MS Access, Power Point, Outlook Express and Internet/E mail

Languages known: English, Hindi and Malayalam.

Professional Experience:

December 2018 -January 2020

M/s ABC Cargo
Al Khail Dubai
Designation: office assistant

Responsibilities & Duties

- Attending phone calls
- Arranging Pickups
- Entering sea cargo and air cargo bills.
- Having revenue and good clients with in UAE and International.
- Working with multiple customers at the same time.
- Conducting disciplinary, capability and grievance investigations and taking appropriate action to address any failings.

- Responding to all customer complaints or queries in an efficient manner.
- Visiting key clients to build relationships and identify their key needs.
- Conducting crime and loss investigations into missing stock and loads.
- Ensuring the efficient running of administration and office procedures.
- Securing and alarming premises and monitoring security procedures.
- Actively managing subcontractors to ensure that they perform in line with their contractual agreements.
- Ensuring that all drivers work to established driving time directives.
- Supervising the completion of all checks and documentation required by law.
- Monitoring and tracking the flow of goods into the warehouse.

Professional Experience:

March 2013- Apr 2018

M/s Blue Dart DHL Express Ltd. Trivandrum, Kerala,
Designation: Administrator

Responsibilities & Duties

- Handle diverse queries through telephone and email
- Client management
- Add new customers to the Customer MF (Master File).
- Maintain existing customer information in the CMF.
- Invoice clearance with accounts receivable team.
- Floating enquires and prepare quotations and purchase orders.
- Metrics tracking and reporting.
- Assure requisition contains current supplier quotation, accurate description, quantity, and need by date etc.
- Monitors Office Operations and handling stationeries.
- Maintaining an electronic and hardcopy filing system
- Schedules appointments and meetings for executives and upper level staffs
- Prepares reports, presentations, memorandums, proposals and correspondence
- Organizing travel and accommodation arrangements.
- Updating log for all incoming/outgoing correspondences.
- Organizing external / internal meetings attending them and taking minutes.
- Preparing reports as per the instructions of superiors
- Receiving/Transferring calls.
- Managing and recording office expenditure.
- Writing letters and corresponding with clients.

January 2010- March 2013

M/s Express IT, Trivandrum, Kerala. India.

Designation: Front Office Assistant

Responsibilities & Duties:

- Update and monitor entries in software / system
- Data Entry as required during making various bills for shipping and logistics
- Verifies and corrects errors in data to ensure accuracy of completed work.
- Utilizes knowledge of various computer Software.
- Maintain records including problem documentation and action taken; file management logs and similar data

Strengths:

- Responsible attitude and able to work both individually as well as a team.
- Ability to multitask and meet changing deadlines
- Maintains staff confidentiality
- Self - motivated and willing to learn.
- Good word-processing skills, proficient in Handling MS Office.
- Good analytical and communication skills

Personal Details

Date of Birth: 02/01/1981

Nationality: Indian

Marital Status: Single

Passport No: M2737060