

Zineb Aboutaieb

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PERSONAL DETAILS

Date of Birth : 10 / 04 /1986
Marital Status : Married
Nationality : Morocco
Languages : Arabic, French, English, Italian, Spanish
Gender : Female
City : Dubai (United Arab Emirates)
Driving License: UAE Driving License
Availability : Immediate Joining

EDUCATION

Ecole Supérieur D'Informatique de Gestion et de Banque - ESIAB. (MOROCCO)
Business Administration – Bachelor Degree 2003 - 2006

CERTIFICATIONS (Accredited by The Ministry of Human resources and Emiratization)

1. Certified Customer Service
2. Global Star Rating System for Service
3. Professional Marketing
4. Recruiting Strategies
5. General Human Resources Strategies
6. Essential information about corporate governance

PERSONAL SUMMARY:

Ten years of experience in Sales, Human Resources Administration, Customer Support and Management with diversified industries in UAE & Morocco.

Expertise in handling Executive Secretarial works, Office Management, General Accounting, Supplier Management, and Client Servicing.

Presentable personality with Six different languages (Arabic, French, English, Italian and Spanish)

Multi-skill abilities; perform very well under work pressure; and achieve performance goals successfully. Able to adapt to new and challenging work environment, possess excellent administration, communication and interpersonal skills.

WORK EXPERIENCE:

TAD-BEER CENTRE (Ministry of Human Resources and Emiratization)

Ajman - UAE

APR 2018 - Present

1 – Senior Business Development Executive:

- Partnering with operation manager to determine staffing needs.
- Screening resume.
- Performing in-person and phone interviews with candidates.
- Recruiting, training and developing staff.
- Staying, current on the company's organization structure, personnel policy, and laws regarding employment practice.
- Organizing staff training sessions and activities.
- Negotiating salaries, contracts, working conditions or redundancy package with staff and representatives.
- Dealing with the Agents and Agencies outside UAE to deploy domestic workers from different countries as needed.
- Preparing sales reports as required.
- Complete knowledge of Ministry of Human Resources and Immigration System in UAE.

2 – Senior Customer service Executive:

- Maintain Product Expertise
- Answer Customer Questions through Phone and Email
- Enter Data to Process Sales and Upsell When Appropriate
- Assist Management in Training and Developing Customer Service Representatives
- Keep Track of Customer Conversations
- Resolve problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Recommend potential services to management by collecting customer information and analyzing customer needs
- Contribute to team effort by accomplishing related results as needed

AL QAED TRAVELS AGENCY, AJMAN

APR 2015 - APR 2018

Assistant Manager (VISA DEPARTMENT and TICKETING)

- To ensure bookings and visa applications processed with company margin protected
- Promoting business and achieving sales targets
- Understanding industry trends, product capabilities and customer requirements,
- Establishing executive level, long term customer relationship for future cross-sell and up-sell opportunities and Ensure customer satisfaction.

GULF SUN TOURISM COMPANY, DUBAI.
Secretary – PA

APR 2013 – APR 2015

- Providing both clerical and administrative support to professionals, either as part of a team or individually.
- Handling problems in accordance with the company's guidelines and policies.
- Meeting and greeting visitors at all levels of seniority.
- Organizing and attending meetings and ensuring the manager is well-prepared for meetings.
- Dealing with incoming email, faxes and post, often corresponding on behalf of the manager.

BIN GHALAITA GROUP OF COMPANIES, DUBAI
Collections Officer

FEB 2011 – FEB 2013

- Contact customers by phone to remind them of overdue payments and to understand their needs.
- Provide customers with sufficient information to make proper payment to the Bank.
- Review customers' profile and introduce the most effective collection actions.
- Negotiate payment schedule.
- Follow up with customers with overdue payments via various communication mechanisms.
- Seek supervisor's advice in solving irregular cases.
- Provide administrative work related to collection.
- Creating and maintaining excellent relationships with clients and colleagues.
- Prepare and distribute online daily, weekly monthly collection reports.

ATLAS MONTAGE, MOROCCO
Assistant Manager

JAN 2008 - DEC 2010

- Handling appointments agenda.
- Sending letters and correspondence.
- Handling schedule of employees and related personnel issues.
- Screening phone calls, enquiries and requests, and handling them when appropriate.

TOYOTA DU MAROC, MOROCCO
Customer Service Officer

JAN 2007 - JAN 2008

- Greet customers and demonstrating vehicles
- Arrange test drives for customers
- Demonstrate the features and options of the car

REFERENCE:

❖ **FURTHER INFORMATION AVAILABLE UPON REQUEST**