

Hema Tehlani

Administrator



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PERSONAL INFORMATION

AGE: 28 | INDIAN | HOLDER OF VALID U.A.E DRIVERS LICENSE |
FAMILY VISA

SUMMARY

An innovative administrator with particular expertise in directing and enhancing administrative procedures, and providing full support to ensure the delivery of an excellent customer experience.

CAREER

INFINITE SPORTS LLC

CUSTOMER SUPPORT& HR OPERATIONS 2019-2020

- Administer health insurance for the staff
- Implement training and development plans
- Update employee records with new hire information and/or changes in employment status
- Maintain organizational charts and detailed job descriptions along with salary records
- Forecast hiring needs and ensure recruitment process runs smoothly
- Monitor budgets by department Process employee's queries and respond in a timely manner
- follow up with the clients in terms of complains and also take care of new enrollment member in the Academy

WESTZONE GROUP

HR ADMINISTRATOR 2016-2018

- Preparing or updating employment records related to hiring, transferring, promoting, and terminating
- Addressing any employment relations issues, such as work complaints
- Processing all personnel action forms and ensuring proper approval
- Overseeing hiring process, which includes coordinating regarding job posts, reviewing resumes, and performing reference checks
- Handling the salary account of the employees linked with bank such as salary and current account.

Fiat Chrysler

ADMINISTRATOR & CUSTOMER SUPPORT 2015 - 2016

- Ensuring the CSI evaluation monthly score is not less than 80%
- Promote and monitor appointment system with 100% accuracy daily
- Making weekly reports for unavailable spare parts
- Handling all customer complains
- Coordinating with insurance companies
- Responsible for follow ups

TELECALLER AGENT

2012 - 2015

- Managing incoming calls and customer service inquiries
- Generating sales leads that develop into new customers
- Identifying and assessing customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits ; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents and generate policy documents
- Take care of the motor insurance renewals policies

EDUCATION

2015

Bachelor of
Science

MADONNA UNIVERSITY

- BSC in International Business
- Advanced Diploma Administration

2011

Completed
Requirements
for High School

THE INDIAN HIGH SCHOOL,DUBAI

- Commerce Student in High School
- Major in Marketing

SKILLS

- Relationship and Sales
- Marketing and Communication
- Honest and light minded
- Team Building and building healthy environment.

LANGUAGES KNOWN

- HINDI
- ENGLISH
- SINDHI

HOBBIES& INTEREST

- SKETCHING
 - CYCLING
 - TRAVELLING
 - SOCIALISING
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