

Dana Al naqeeb



Personal Info:

Birth	Al Kuwait 26 / 11 / 1982
Nationality	Palestinian
Marital Status	Married
Religion	Muslim
E-Mail	Danaalnaqeeb1982@gmail.com
Phone No.	0507058581
Driving license	Available Emirates License
Status	Self sponsor

skills

- Fluent in Arabic and English .
- Fast data entry and typing .
- ICDL license .
- Ms. Office .
- Business Communication .
- Time management .
- Relationship building .
- Problem solving .
- Fast and self- learner

Education

Banking and financial management (2002-2004) DTC \ Syria

Work Experience:

Mutabaa Businessmen Services Center

Feb 2021 to Jan 2023

ACCOUNTANT

My experience is on Odoo accounting software

- Opening accounts for new clients, issuing account statements for clients and keeping in touch with them in case of any problem or any due payments .
- Receiving cash or checks from customers, entering these amounts in their account statement, issuing receipt vouchers and archiving them.
- Monitoring bank accounts regarding deposits and withdrawals and communicating directly with the bank to solve any problem and Sending the due checks to the bank .
- Monitoring all the cards (bank or edirham card) which is using for payment process for transactions
- Issuing a daily report for the treasury and matching it with the cash
- Responsible for purchasing office supplies, paying electricity, internet and rent bills, and issuing and archiving exchange vouchers .
- Issuing daily or monthly accounts receivable and payable reports and sales reports .
- Monitoring the draft invoices issued by the Transactions Department, then validating them as final tax invoices, archiving them, and issuing return vouchers if necessary .
- Debt rescheduling .
- Preparing all reports for auditors and facilitating their tasks to prepare budgets and tax reports

SMILE DESIGN CLINIC

Nov 2020 to Feb 2021

CALL CENTER

Al hermal Drug Store L.L.C\ sharjah

October 2018 to May 2020

Office Manager

Administration duties:

- Organizing and managing schedules and calendars for manager and staff
- Receiving and processing communication channels, including email, phone, and physical mail.
- Preparing regular reports and memos for manager, staff and clients as needed .
- Offer assistance in organizing events, including ordering materials and requisitioning meeting spaces.
- Managing company accounts on social media .
- Registration of medicines in the Ministry of Health through the website
- Filing all company documents and invoices.

- Providing administration support to Sales Reps and Responding to queries by employees and clients.
- Monitoring and evaluating employees work .
- Communicating with customers and suppliers and solve their problems, if any .
- Participating in making important decisions with the manager .

Financial duties:

- Working on **Sage 50** (Accounting program).
- Issuing customer invoices and organizing orders delivery .
- Open an account for new customers.
- Managing clients accounts and sending updated statements and credit notes .
- Receiving checks and re-sending them to the bank when they are due .
- Managing cash flow and preparing expenses reports and office budgets .
- Controlling inventory and re- order stock as needs.
- Issuing sales, collections , stock , report .
- Following up the payments and collection.
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Ruaya Electronics L.L.C \ Sharjah

Jan 2013 to march 2014

Customer service

- Greet customers warmly and ascertain problem or reason for calling.
- Resolve customer complaints via phone, email, mail or social media .
- Open and maintain customer accounts by recording account information.
- Resolve product or service 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 products or services to management by collecting customer information and analyzing customer needs .
- Prepare product or service reports by collecting and analyzing customer information.
- Identify and assess customers' needs to achieve satisfaction .
- Build sustainable relationships of trust through open and interactive communication.
- Contribute to team effort by accomplishing related results as needed .
- Follow communication procedures, guidelines and policies .
- Advise on company information and Inform customer of deals and promotions .

Receptionist

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Informs visitors by answering or referring inquiries.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions
- Organizing parents-employees interview with the principal .
- Monitor staff attendance, absence and delay.