



UMMA SALMA

PROFILE INFO

To establish a career in a leading organization, where I can share my education and skills and develop a strong experience within a professional and challenging work environment. I would like to exploit my potential and sense obligation for the benefit of the organization; seeking position that will bring mutual growth in the future.

EDUCATION HISTORY

2014 - 2015

BTEC - Abu Dhabi, UAE

Diploma in Business

2016 - 2018

Amity University, Dubai

B.Sc. in Interior Designer

CUSTOMER SERVICE EXECUTIVE

WORK EXPERIENCE

SHARAF EXCHANGE LLC

2020 - Now

- Cashier & Customer Service
- Cash handling, customer inquiries and payment service request
- Monitored foreign and local currency rates and checks money authenticity
- Processed financial transactions such as deposits, payments.
- Performed transactions carefully and efficiently to avoid overages and shortage.
- Executed bank to bank transfer, western union transfer etc.

OUT LET MALL-MURAL PAINTING

2016-2016

- Designed a wall in the OUTLET MALL Dubai.
- Painted the wall using the acrylic paints.

KANSAI PAINTING

2016-2016

- Preparing the sponsorship package.
- Contacting the clients for invitation to the program.
- Volunteer in the events.

**AMITY DESIGN SUMMIT
Student Volunteer**

2017 - 2017

- Preparing the sponsorship package.
- Contacting the clients for invitation to the program.
- Volunteer in the events.

COMPUTER SKILLS

- Microsoft office (MS Word, MS Excel, PowerPoint etc.)
- Photoshop
- Sketch Up
- AutoCAD

PERSONAL STRENGTHS

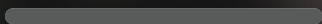
- Problem analysis and decision making.
- Task and detail oriented.
- Interpersonal Skills.
- Relationship and negotiation skills.
- Time management & Multitasking.
- Performs well under pressure.
- Good Communication Skills.

PERSONAL DETAILS

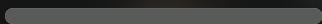
Nationality : Bangladesh
Date of Birth : 13/07/1996
Religion : Muslim
Gender : Female
Marital Status : Single
Visa Status : Residence Visa
(Transferable)

LANGUAGES

Bangla



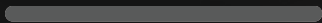
English



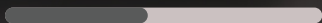
Urdu




Hindi



Arabic



CONTACT

 971563181025

 umme4199@gmail.com

 Abu Dhabi, UAE

WOW EVENTS, ABU DHABI Customer Service Staff | Ushers

2017 – 2017

- Work with the management team to stay updated on product knowledge and be informed of any changes.
- Politely directing and escorting attendees to their seats.
- Providing attendees with programs and other relevant materials.

AFC & SPECIAL OLYMPICS NIRVANA TRAVEL & TOURISM LLC - Team Coordinator

2019-2019

- Coordinating administrative tasks such as scheduling meetings, arranging phone conferences.
- Providing administrative support for team members such as arranging travel arrangements, booking hotels.
- Assisting with ongoing training and development of team members.
- Maintaining accurate records of meetings, including minutes, action items, follow up items, and follow up dates.

KEY SKILLS

- Proven strategic thinking skills with excellent analytical, problem solving and decision-making.
- Excellent communication, interpersonal, teamwork and customer service skills.
- Able to work with Complex corporate structures and various types of entities.
- Able to act as a liaison to outside vendors, commercial lenders, and all levels of management.

Declaration:

I hereby declare that, the above details given by me are true to the best of my knowledge and belief.

Umma Salma