



Fatima Zahra

Abu Dhabi, UAE

0556991858 | fatimaxahra0@gmail.com

Objective

Dedicated and results-driven professional with a background in customer service, education, and social media marketing. Seeking a challenging administrative position in a dynamic organization where I can contribute my skills and grow both as an individual and a team player.

Experience

- Oddyssey Travel and tours** Sep/2022 - Sep/2023
Administrative/Customer service representative
 - Prepare and record financial transaction and payrolls
 - Establish a proper document control and archiving system
 - Initiate supplier payments, handle account payables and receivables
 - Acted as a job officer for Audit Services
 - Delivered exceptional customer service to clients, ensuring satisfaction and addressing inquiries promptly.
 - Help in travel bookings, resolved issues, and provided detailed information on travel destinations.
 - Collaborated with cross-functional teams to streamline communication and improve customer experiences.
- Capital international educational society school** March 2022 - August 2022
English language lecturer
Facilitated engaging and effective English language lectures, fostering a positive learning environment.
 - Balanced teaching responsibilities while pursuing a degree at the University of Central Punjab.
 - Demonstrated a passion for education by assisting students and promoting extracurricular activities.

Education

- Certified Social Media Marketing Course** 2023
University Of the Punjab
- Bachelors In English Lang. Lit** 2018-2022
University of Central Punjab
- Intermediate** 2016
Punjab Group Of Colleges
- O/A levels** 2015
Al Fajr Int. School Abu Dhabi
Highschool

Skills

- Customer Service: Delivering exceptional customer experiences. - Education: Effective teaching methods, passion for student development. - Leadership: Experience in initiating and leading extracurricular activities. - Social Media Marketing: Certified with practical skills in the latest marketing trends.
- Conflict resolution
- Team manage
- Good written skills

Activities

- Content writing , freelancing, reading

Languages

- English
- Urdu