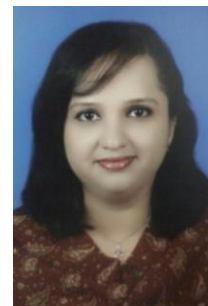


SAMEENA TAI

Salmiya, Kuwait

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CAREER OBJECTIVE

Seeking a challenging position in an innovative, flexible organization that will allow me to use my excellent organizational and administrative skills to their fullest potential.

PROFILE SUMMARY

Committed and motivated office assistant with exceptional customer service and decision making skills. Strong work ethic, professional demeanor, and great initiative. Proficient at quick learning new procedures and taking ownership of diverse projects.

WORK EXPERIENCE

Teller and Cashier

Al Nada Exchange

- Count the cash in box at the start of their shift
- Serves customers by completing account transactions.
- Count the cash in their drawer at the start of their shift
- Exchange dollars for foreign currency
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Maintains supply of cash and currency and turns in excess cash and mutilated currency to head teller.
- Contributes to team effort by accomplishing related results as needed.
- Count the cash in their drawer at the end of their shift and make sure the amounts balance.

Call Center Agent

Shamiyah Catering Service

- Attend to calls, enquiries, complaints, working towards customer satisfaction. Escalate complaints or queries to the coach if unable to resolve.
- Handling customers (by attending calls – orders/queries/ concerns & complaints).
- Providing admin support to the team.
- Manage all calls within designated scope in quality, standards and quantity.
- Ensure accuracy in managing, capturing all information.
- Promote dishes at menu.
- Collaborate with other team members.
- Deliver best customer service practices to achieve high level of the customer satisfaction.

Counter Staff

Oman Exchange Co.

- To provide excellent customer service at branch customers.
- To attend customers for all business transactions at the counter.
- Attending customers for making Remittance, currency exchange, demand drafts / telex transfer / electronic transfer, etc
- To answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion.
- Prepare End of day report
- To provide information of new or additional services.
- To provide currency exchange & remittance delivery information.
- To give information to customer about different modes of transaction, rates for different transaction/prices,
- To give information on local promotions & activities and other info that provides valuable service to our customers.
- To make sure that all the required tools are available in the branch and inform the BM or the concerned dept for the same. eg., flyers, posters, forms etc.

Call Center Agent

Pan Pacific General Trading And Contracting Co.

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information. □ Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments. □ Other duties as assigned.

Office Assistant

Al-Mateen General Trading Co.

- answer phones and transfer to the appropriate staff member
- take and distribute accurate messages
- greet public and clients and direct them to the correct staff
- member coordinate messenger and courier service receive, sort and distribute incoming mail
- monitor incoming emails and answer or forward as required
- prepare outgoing mail for distribution fax, scan and copy documents maintain office filing and storage systems
- update and maintain databases such as mailing lists, contact lists and client information
- retrieve information when requested update and maintain internal staff contact lists type documents, reports and correspondence co-ordinate and organize appointments and meetings monitor and maintain office supplies
- ensure office equipment is properly maintained and serviced
- keep office area clean and tidy
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Data Entry Clerk

Caramel Bakery & Sweets

- Prepares source data for computer entry by compiling and sorting information
- Verifies entered data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete
- Tests data system changes and upgrades by inputting new data; reviewing output.
- Maintains data confidence and protects operations by keeping information confidential.
- Contributes to bakery office manager by accomplishing related results as needed. Prepare and sort documents / data sheets for the purpose of data entry
- Respond to information access and retrieval requests from authorized members
- Verify entered data by reviewing, correcting, changing or deleting entered information
- Check complete work for accuracy and make any required changes immediately
- Enter food items data into prescribed database software.
- Check to make sure that accurate data has been entered into the database.
- prepare sales action plans and strategies schedule sales activity
- develop and maintain sales and promotion

Secretary and Receptionist

Al- Bukhari United General Trading & Contracting Co.

- answering telephone calls
- maintaining diaries
- arranging appointments
- taking messages typing and
- word processing filing
- managing databases handling
- correspondence
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions.
- Meeting and greeting clients
- Booking meetings
- Answering and forwarding phone calls
- Screening phone calls
- Keeping the reception area tidy

EDUCATIONAL QUALIFICATION

Graduate in BAJM (bachelor of Arts in Journalism & Mass Communication) - Sikkim Manipal University India

CERTIFICATION

✓ Microsoft Office 2010 –Al-Ola Institute –Kuwait

COMPUTER SKILLS

- Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and social Media web platforms.

PERSONAL DETAILS

Visa Status	:	Dependent	Marital Status :	Single
Nationality	:	Pakistani	Notice Period :	Immediately
Languages	:	English, Urdu	Date of Birth :	30-Nov-1982

REFERENCE

Available upon request