

SAYEDEH SHARAF SAYED MOHAMMED KAMALI

DUBAI U.A.E

CONTACT (+971)-50-8544435

PROFILE & CAREER OBJECTIVE:

Mature, enthusiastic & commercial astute with strong desire to succeed. Customer oriented with excellent interpersonal skills. Proactive & enthusiastic with a keen sense of environment in work. Ability to work independently and in a team environment. Well versed in working in a multi cultural organization. Verbal & written communicator, Friendly & cheerful team player. Capable of handling the day to day operations independently.

Fluent in 4 languages. Arabic, English, Farsi, Urdu

PROFESSIONAL EXPERIENCE:

Current

Actively involved in world of block chain and crypto currency

2007-2017

Dubai World Trade Centre

DUBAI – U.A.E

- 1- Acting Director 2016-2017 Facilities Management
- 2- Senior Manger 2014-2015- Facilities Management
- 3- Manager 2011 to 2013- Facilities Management
- 4- Assistant Manager 2008 to 2010- Hospitality Division

Job Description

Handling huge data and responsibility of providing end results to CEO's office
Reviewing, coordination methods across the departments to find out better opportunities to improve operation and generate consistency.

Optimizing services using the advance technology

Customer satisfaction analyzing for better decisions

Employee satisfaction

Budgeting decisions and closing year budget for 5 departments under FM

Guiding Directors of departments under FM for better divisional achievements

During the course of 10 year in world Trade Centre I have achieved:

Best employee of the month

Best officer of the month

Award of standing tall for DWTC vision

Achieving one of highest Divisional Rate of the year performance

Achieving highest individual Rate of the year performance

Managing 5 departments' performance of the year with great results

2007-2008

Customer Relation Officer (Hospitality Division – Housekeeping Department)

Job Description

Presenting a professional, pleasant and efficient image to all individuals and companies who come into contact.

Handling internal and external clients requirements

Dealing with day to day customer requirements

Providing solutions and making decisions on customer improvements services.

Responsible for employees developments and required trainings.

2005-2006

HSBC RCC (Regional Contact Center)

Dubai Internet City, Dubai – U.A.E

Banking Supervisor

Job Description

Presenting a professional, pleasant and efficient image to all individuals and companies who come into contact, attending incoming and outgoing calls in an exceptionally professional manner.

Responsible for technical verification of relevant documents, interpretation of procedures, data input and processing transactions of information. Address internal and external customers in a timely courteous and effective manner to ensure customer satisfaction

Cross selling the detail products (personal loans, credit cards) based on the client's profile and requirements relationship building with the key contacts personal in various organizations.

2003-2005

HSBC RCC (Regional Contact Center)

Dubai – U.A.E

Banking TSR (Telephone Service Representative)

Job Description

- Responsible for providing product and service information to customers to increase their awareness.
- Create an exploit opportunities to promote and sell a portfolio of products. Like accounts, personal loan, Credit Cards etc.
- Providing information of full banking service.
- Approve on recommend applications of customers to meet their needs.
- Address customer problems and complaints to achieve satisfactory resolutions.

- Relationship building with key contact personnel in various organizations.

1997-2003

Bank Saderat Iran
Dubai – U.A.E

Regional Recovery Department

Job Description

- Responsible for follow-up calls to the bank's default client for the outstanding / dues of credit cards, loans etc.
- Contributes in reaching recovery target by means of providing good excellent telephone etiquettes.

1994-1997

Bank Saderat Iran
Dubai – U.A.E

Branch Secretary

Job Description

- Execution of complete branch manager assistance.
- Prepare reports / returns for timely submission to management for verification or further action.
- Responsible for technical verification of relevant documents, Interpretation of procedures, data input and processing transactions of information.

1992-1995

International Cultural Institute
Dubai – U.A.E

Office Secretary

Job Description

- Entire Secretarial duties.
- Receiving and greetings customers, attending the incoming and outgoing calls with excellent telephone etiquettes, General typing and filing, Ability to handle all front office responsibilities with ease (Faxes, Mails, Couriers, etc), Responsible for stationery, Managing the petty cash function and assuming full responsibility for the funds within petty cash.
- Teaching English and Farsi (Basic and Intermediate)

Languages : Arabic, English, Persian and Basic Urdu

REFERENCES AND AUTHENTICATED DOCUMENTS WILL BE FURNISHED UPON REQUEST.