

ROKAYA SULTAN



- A competent professional with 11 years of experience. Goal-driven Receptionist with extensive background managing busy reception areas and creating reports as well as various correspondences to provide feedback to top management. Excellent reputation for resolving problems and improving customer satisfaction, and proven capabilities in taking minutes of meeting and prepare itineraries.

✉ rokaya-a90@hotmail.com

☎ 0563613436

📍 Sharjah, Husband Sponsorship

🚩 Lebanese

🚗 Light Vehicle

WORK HISTORY

September 2021 to September 2022

Brand Executive

Liht Organics, Dubai, United Arab of Emirates

- Motivated team members to continuous improvement in promoting and selling target products.
- Helped incorporate product changes to drive customer engagement and firm profits.
- Strategically planned and executed events and online campaigns to drive brand awareness increased by 25% monthly.
- Organized and delivered training sessions to beauty advisors for new product content and techniques.
- Dealing with retailers (promotions, events, coordination, stock take, issuing local purchase order)
- Order replenishment and sales generation
- Hiring BA and assigning them to different locations.

March 2021 to August 2021

Receptionist

Majid Al Futtaim properties LLC, Sharjah, UAE

- Relays information between developer and clients
- Maintain customers information using Sales force
- Issue 10 to 20 gate pass, work permit, vehicle access, maintenance access as requirements
- Keeping office secure by following procedures, monitoring logbooks, and issuing visitor badges
- Performed rules, and regulations on keeping safe and clean reception area
- Contributing to team by accomplishing tasks as needed

SKILLS

- Telephone skills
- Strategic scheduling
- Data entry
- Customer service
- Office supply management
- VIP guest experience
- Travel coordination
- MS Office proficiency (Excel, Word, PowerPoint)
- Email management
- Meeting coordination
- Office equipment operations
- Calendar management
- Attention to detail

EDUCATION

2009

High School Diploma Life Science
Saadnayel Official School, Lebanon,
Lebanon

2011

Bachelor of Arts Banking And Finance
Science And Technology University,
Lebanon, Lebanon

CERTIFICATIONS

- Advanced Digital Marketing
Expert: ID/ 628185
- Mystery Shopper: ID/ 19629442

- Answering the telephone; taking and relaying messages; providing information to callers
- Providing administrative and clerical support
- Receiving and sorting mail and packages
- Coordinating meetings and meeting room bookings

August 2014 to March 2019

Nabeel Perfumes FZE, Sharjah

Growth Path:

Aug'14 -Mar'16: Receptionist

Apr'16- Oct'16: Bilingual Secretary

Oct'16- Mar'18: Customer Service Representative

Mar'18- Jan'19: Customer Service Executive

Jan'19 – Mar 19: PR Executive & Trainer

- Greeted incoming customers in professional manner and provided friendly, knowledgeable assistance.
- Answered and helped resolve enquiries from clients, vendors and general public.
- Coordinated maintenance services to achieve fully-functional office space.
- Collected and distributed incoming mail, employing strict confidentiality throughout.
- Scheduled meetings and client appointments for different department.
- Contacting and arranging bloggers visit to boutiques via online/ phone
- Monitoring staff grooming and uniforms and addressing any kind of staff behavior brand head and management
- Checking all the products and VM in each store and make sure all are clean and no damages.
- Managing social media (Face Book, Twitter, Instagram) inquiries as well as enquiries through phone call or emails
- Applying for Certificate of Origin for Saudi Shipment thru online

October 2011 to July 2014

Executive Secretary

Previous Work Experience

- Dubai Pearl FZ LLC , Dubai
- Trans Gulf for Management Consulting , Sharjah
- Green Field Trading, Sharjah

LANGUAGES

Arabic:

Native language

English:

C2

Master or proficient