

# Tanzil Fatima

Position: **Receptionist | Secretary | Customer Service | Office Assistant**

Experience: **Over 07 Years**

Educational Qualifications: **Masters**

Key Skills: **Communication, Office Management, Organizational Skills, Interpersonal Skills, Administrative Support**

Contact: **+971-54-4236650**

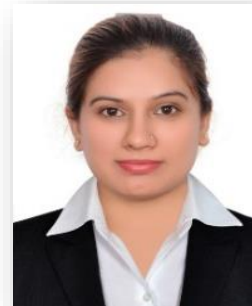
Current Location: **Dubai, UAE**

Availability: **Immediately Available**

Visa Status: **Residence**

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## SUMMARY OF CAREER

- Presenting over 07 years of diversified experience, within various legendary industrial environments, including Facilities Management & Hospitality.
- Having experience of Receptionist | Concierge | Customer Service | Front Desk | Coordinator Service | Secretary.
- A fast learner with strong cooperate experience in multi-cultural organizations.
- A self-motivated, open minded and a go-getter with a positive approach.
- Excellent communication skills, both verbal and written.

## MAJOR ROLES IN VARIOUS ORGANIZATIONS

Secretary – Receptionist – Accounts Assistant

May 2021 – to date

Concierge in Imdaad Facility Management Dhabi, UAE

January 2020 – May 2021

Skin Experts Clinic – RYK (Pakistan)

March 2014 – August 2019

## EDUCATIONAL QILIFICATION

- Master of Commerce –Pakistan 2013

## COMPUTER SKILSS

- Microsoft Office (Excel, Word, PowerPoint etc.)

## EMPLOYMENT RECORDS

Organization:

**DMIX (DUBAI READYMIX CONCRETE LLC – Dubai (UAE)**

Tenure:

May 2021 – to date

Designation:

Receptionist / Secretary / Accountant Assistant



As a **Receptionist | Secretary | Account Assistant** my duties & responsibilities were as follows:

- Managing the Company's Official email and re-directing them to the person and department concerned (i.e. Production, Technical, Workshop, Sales, Accounts and Administration.
- Screen and transfer incoming and outgoing calls for the GM.
- Attends to enquires for existing or new projects and prepare quotations accordingly.
- Checking and verifying Concrete orders before forwarding to the Production Department.
- Coordinates with the Production Department regarding concrete orders.
- Prepares Circulars, Memos and Letters to customers, Suppliers and Other.
- Maintains Customer Files and Documents, Reports and other Correspondence.
- Maintains internal files such as Circulars, Memos and Daily /Monthly / Yearly / Report of all Department.
- Prepare Quote & LPO (Local Purchase Order).
- Organize Raw Material Tickets, Enter and File Accordingly.
- Update Supplier list on monthly basis
- Backup activities for GM secretary
- Special duties assigned by FM and GM
- Arrange Sales Invoice, attached Delivery Notes and make Copies of Customer sending.
- Sending email to various service providers to resolve complaints and troubleshooting.
- Follow up with operation to retrieve the missing delivery notes for the customers
- Follow up with technical & operation on shortage of previous order as per LPO
- Preparing check copies and other documents
- Organize sales invoices & attach delivery notes

**Organization:** Imdaad Facility Management – Dubai (UAE)  
(A Facility Management Services Company)  
**Tenure:** January 2020 – May 2021  
**Designation:** Concierge / Customer Service Officer/ Receptionist



As a **Customer Service | Receptionist | Concierge** my duties & responsibilities were as follows:

- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.
- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.

**Organization:** Skin Experts Clinic – RYK (Pakistan)  
(A Skin Care Clinic)  
**Tenure:** March 2014 – August 2019  
**Designation:** Receptionist | Cashier



As a **receptionist | Cashier** my duties & responsibilities were as follows:

- Serves patients by greeting and helping them, scheduling appointments, and maintaining records.
- Welcomes patients and visitors in person or on the telephone and answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments
- Keeps patient appointments on schedule by notifying provider of patient's arrival, reviewing service delivery compared to schedule, and reminding providers of service delays.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.

## PERSONAL DETAILS

**Father's Name** : Muhammad Hafeez  
**Date of Birth** : 11-09-1990  
**Language** : English, Urdu, Punjabi