

Sanaullah

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37th Street, Al Barsha 2, Dubai

**PERSONAL STATEMENT**

An energetic, self-fueled ambitious individual who has developed a mature and responsible approach to any task or situation that has been entrusted with. I would like to offer my expertise and contribute value to your organization for further growth and betterment. Seeking for a position in management or marketing or any related field.

PROFESSIONAL EXPERIENCE

Operations Team (Customer Service) – July 2018 – December 2018

Emirates Post (Empost Division) - [www.epg.gov.ae](http://www.epg.gov.ae)

Dubai, U.A.E

Although working in Emirates Post was temporary contract position, it has enabled me and given me the advantage to be more dynamic, gain knowledge on the logistic career fields and widen my career opportunities.

##### Responsibilities:

* Calling customers over the telephone for dispatching shipment
* Updating client records in the EPG software system
* Preparing shipment for delivery and handing it over to the delivery dept

Admin & IT Support – July 2015 – February 2018

Sherwoods International Property (SIP) - <http://www.sherwoodsproperty.com/>

Dubai, U.A.E

##### I have been working in Sherwoods International Property for the past year now and it was a real great company to work in. I was mainly hired as an IT Support/Admin but, really got exposure to other working fields as well such as supporting the HR and the accounts department.

##### Responsibilities:

* Setting up new employee’s Email, Outlook and desktop workstation
* Resolve issues related to Windows, network connectivity, as well as problems associated with software and hardware errors
* Installing software applications, hardware peripherals and devices, update software and hardware drivers as needed, upgrade computers.
* Installing and maintenance of local printers, setup network printers, configure printer servers
* Perform daily back-ups of local servers, data recovery
* Acting as the first point of contact for all IT and technical queries
* Configuring of CCTV cameras
* Company website’s domain and hosting subscription renewals

PRO, HR & Accounts Support – July 2015 - February 2018

Sherwoods International Property - www.sherwoodsproperty.com

Dubai, U.A.E

As stated above, working in Sherwoods International Property has enabled me and given me the advantage to be more dynamic, gain knowledge on other career fields and widen my career opportunities.

##### Responsibilities:

* Maintaining all employee records physically and online
* Assisting HR with letters and updating records such as leaves, sickness, overtime
* Taking up client’s and vender calls and doing follow ups
* Distribution of monthly employee payrolls and WPS
* Applying for new, renew or cancellation of employee visas (DED & DMCC FZ)
* Payment of monthly utility bills (Dewa, Du, Etisalat, etc) and maintaining proper record
* Maintaining of accounts petty cash

**EDUCATION AND TRAINING**

**BBA Computer Application in Business and IT, October 2015 – February 2019**

Annamalai University – <https://annamalaiuniversity.ac.in/>

Dubai, U.A.E

**Higher Secondary Certificate (HSC) CBSE, June 2013 – June 2015**

Emirates English Speaking School – <http://www.eess.sch.ae/>

Dubai, U.A.E

**Secondary School Certificate (SSC) CBSE, June 2003 – June 2013**

Emirates English Speaking School – <http://www.eess.sch.ae/>

Dubai, U.A.E

**Digital Marketing & Social Media (SEO), October 2015**

SEO International – <http://www.seointl.net/>

The Address Downtown, Dubai, U.A.E

Certificate Web Link: <http://www.seointl.net/wp-content/uploads/2016/08/Sana-Ullah.pdf>

**PERSONAL AND PROFESSIONAL SKILLS**

* Brilliant with Office Excel, Word, Outlook, etc
* Adequate knowledge in Propspace CRM, WebHr.com, Adobe Photoshop & Illustrator
* Quick learner, punctual oriented & thrust for knowledge
* Excellent in communication in multiple languages

**PERSONAL CREDENTIALS**

Languages known: English (Excellent), Arabic, Urdu, Hindi, Bangla

Driving Licence: Yes, Manual Transmission

DOB: 20/02/1997

Born & Brought up: Dubai, U.A.E

Nationality: Bangladesh

Visa Type: Own visa

**REFERENCES**

References are available on request.