

# SHAIMAA HERAT

*Administrative & Customer Service  
Professional*

## CONTACT

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 Al Shamkha, Abu Dhabi, UAE

## PROFILE

Experienced administrative and customer-service professional with strong background across multiple sectors including aviation, education, medical clinics, sales, and event management. Skilled in communication, organization, data entry, and multitasking. Known for professionalism, accuracy, and ability to work efficiently under pressure while delivering excellent customer service. Seeking a position that allows me to utilize my experience and contribute to organizational success.

## EDUCATION

### University

High School Certificate

IDL / ICDL Certificate

## AWARDS & CERTIFICATIONS

- ICDL Certificate

## SKILLS

- Microsoft Word & Excel
- Customer Service
- Data Entry & Filing
- Communication Skills
- Time Management
- Problem Solving
- Work Under Pressure
- Teamwork & Multitasking

## WORK EXPERIENCE

AIRPORT SERVICES AGENT

### Abu Dhabi International Airport

6 Months

- Assisted passengers and handled inquiries
- Guided travelers through gates and check-in areas
- Performed data entry using airport systems
- Ensured safety and smooth passenger flow

SECTION SUPERVISOR

### Al Hikma School, Ajman

3 Years

- Supervised staff and monitored performance
- Maintained discipline and daily operations
- Coordinated between management and parents

SALES REPRESENTATIVE

### Perfume Shop, Abu Dhabi

2 Years

- Achieved daily sales targets
- Provided customer support and product recommendations
- Managed stock and display arrangements

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SALES MANAGER

### Wedding Organization Shop, Dubai

2 Years

- Managed sales team and event bookings
- Met clients and prepared wedding packages
- Supervised event decoration and coordination

SECRETARY

### Dental Clinic, Ajman

2 Years

- Scheduled appointments and welcomed patients
- Organized medical files and updated records
- Assisted doctors with daily administrative needs