

Fatma Ahmed

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Professional Summary

Bilingual Administrative and Customer Experience professional with strong organizational, documentation, and communication skills. Experienced in supporting executives, coordinating operations, and managing administrative tasks within government, aviation, corporate, and engineering environments. Seeking to contribute to the College of Arts, Education, and Social Sciences as an Administrative Assistant.

Professional Experience

Payroll Intern

SLB – Sharjah, UAE | Jan 2025 – Jul 2025

- Supported payroll processing and ensured compliance with UAE labor regulations.
- Prepared and verified employee records, contracts, and documentation.
- Assisted HR and finance teams in audits, reporting, and data accuracy.
- Coordinated with staff to resolve payroll-related inquiries efficiently.

Administrative Assistant

Octa Develop – Sharjah, UAE | Sep 2021 – Dec 2022

- Managed correspondence, scheduling, filing, and documentation.
- Coordinated meetings, prepared agendas, and maintained project records.
- Provided secretarial support including drafting letters, compiling reports, and organizing logistics.

Customer Experience Specialist

Al Muhark Security Services L.L.C. – SIRA Dubai Government | Mar 2020 – Jun 2021

- Acted as a key contact point for inquiries and documentation handling.
- Coordinated with clients and stakeholders, ensuring compliance with regulations.
- Enhanced satisfaction by resolving cases with accuracy and timeliness.

Customer Service Representative

Air Arabia – Sharjah, UAE | Sep 2018 – Jan 2020

- Assisted passengers with booking, check-in, and flight services.
- Handled complaints and inquiries in alignment with company policies.
- Consistently achieved KPIs in customer satisfaction and efficiency.

Tele Sales Representative

Octa Properties – Sharjah, UAE | Feb 2018 – Aug 2018

- Conducted outbound calls to clients, presenting property solutions.
- Generated leads and scheduled appointments.
- Met sales targets through effective communication.

Education

Bachelor of Banking and Finance

Emirates Institute of Finance – Sharjah, UAE | 2018 – 2022

Skills

- Office Administration & Documentation - Payroll & HR Support - Customer Experience & Service Delivery - MS Office Suite (Word, Excel, PowerPoint, Outlook) - Records & File Management - Languages: Arabic (Native), English (Native)

Additional Information

- Available for immediate relocation to Abu Dhabi. - Strong knowledge of UAE workplace practices and compliance standards. - Experience working in education-related and multicultural environments.