



SOBIA SULTANA

WORK EXPERIENCE

Infinity World Wide Consultants Customer Services [Immigration]

March 2023 - Present

- Greet clients and visitors warmly, and directing them appropriately.
- Provide advice and assistance to clients on all matters related to immigration, including visa applications, work permits, residency permits.
- Contact potential or existing customers to inform them about a product or service.
- Greet vendors, customers, job applicants and other visitors and arrange for transportation services when needed.
- Entertain customer queries with patience to increase the lead count
- Keep records of calls and sales and make suitable recommendations to the customers.

Royal Pacific Immigration [Customer Dealing /Receptionist]

Nov 2022 – March 23

- Generate monthly targeted sales by closing deals over the phone or in person.
- Provide full detailed immigration consultation as per client's needs.
- Make daily calls to potential clients and evaluate profile eligibility.
- Handling direct and phone counselling to prospective skilled and work permit immigration application for Canada, Australia, UK, and Europe countries.

ARY-AAA Associates Ltd. Customer Services / Document Controller (Caribbean Citizenship)

Jan 2022 – Nov 2022

- Proactively respond to our business leads and provide updated consultation to them about our CBI programs to Ensure client satisfaction.
- Effective use of our CRM Portal (ZOHO)portal and maintaining regular notes on it regarding client Communication.
- Collect and register all technical documents regarding the Case
- Scan and upload documents according to Case procedure
- Handle records across various departments & maintain filling Handle records across various departments
- Responsible for furnishing clients with relevant information
- &overseeing the completion of client's case.

EA Consulting (Pvt.) Ltd Customer Services Representative (Business Development)

Jan 2014 – June 2020

- Receives and registers client provided documents,
- Ensures proper document classification, sorting, filing and proper archiving.
- Itinerary of Directors, Executive Directors, and all staff
- members, ticketing and Hotel arrangements, document
- Transmittals. Reading, monitoring, answering calls, diary
- Management, organize meetings.

PERSONAL INFORMATION

Nationality: Pakistani
Marital Status: Single

EDUCATION

Bachelor In Commerce
•H.S.C (Intermediate in Medical Science)
•S.S.C. (SCIENCE)

CONTACT

DUBAI,
PHONE:
+971 52 533 8076
+971 585411345 (alternate msg)
EMAIL:
sobiasultana360@gmail.com
Sobiasultana1211@gmail.com

LANGUAGES

Native: Urdu
Fluent: English

PERSONAL COMPETENCES

- Proficient in **Microsoft office**. Credible Activist: Deliver result with integrity, share information, builds relationships of trusts.
- Excellent Communication skills & Very Careful with details, logic, and reasoning thinking.
- Fast learner and Prioritize work and to multi-task within specific deadlines.
- Business Ally and Enabler