



RUQAYA MOHAMED HASSAN LUTFALLA

House 178, Road 7505, Block 475, Abu Saiba

SUMMARY

Profile	: Female, Single, 6 th September 1984
Nationality	: Bahraini
Current position	: Office administrator
Company	: Rewards Management Middle East – Aimia (Air Miles)
Salary expectation	: Not Specified / Negotiable
Email	: ruqayalutfalla@gmail.com
Contact No.	: 00973-38999777 – 00973 39979455

WORK EXPERIENCE

Sep 2007 – Present

Rewards Management Middle East - Aimia (Air Miles)

Office Administrator

Summary of the role

- Assist the Country Manager to ensure that the RMME's multi participant's loyalty programmes are efficient and that it continues to grow and succeed.
- Managing the administrative requirements of the office.
- Handling customers enquires and solving complains & disputes.
- Organize and maintain an efficient office environment by maintaining an excellent filing system.
- Process monthly report, attendance report & expenses report to head office.
- Follow-up with the partners to ensure that the payments are ready on a monthly.
- Process customer's reward request & communicate with Call Centre
- Maintain efficiency service level & time delivery.
- Monitor and update changes in cost of rewards according to the market's rate.
- Interact with the Rewards & Marketing team in updating Air Miles Web site.
- Handling SCB rewards program (360-degree rewards).

EDUCATION

Diploma

Associate Diploma in Accounting

University of Bahrain 2006

High School

Secondary School Certificate in Commercial

Al Noor School 2002

SHORT COURSES & SEMINARS

- Time Management course – Dubai 2013
- Secretarial skills & office administration – Dubai 2010
- Communication skills course – Dubai 2009
- Office managements course – Dubai 2007
- In house training - Ministry of Finance 2006

Languages

- Arabic, Fluent in writing & speaking
- English, Fluent in writing & speaking

Other references will be available upon your kind request