

# NISHAT ZEHRA

SHARJAH-UAE  
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## **OBJECTIVE:**

Seeking a challenging opportunity in an Organization to excel and grow along with the organization by utilizing my knowledge and acquired skills towards fulfillment of organizational vision.

## **QUALIFICATION:**

### **Bachelor (Commerce):**

- University Of Karachi.

**Division: Second**

**Marks: 629/1100**

**Year: 2012**

### **Intermediate (Commerce):**

- Govt Degree College Malir Cantt,

**Grade: B**

**Marks: 751/1100**

**Year: 2009**

### **Matriculation (Science):**

- Young Citizen Model Secondary School,

**Grade: A**

**Marks: 619/850**

**Year: 2007**

## **EXTRA COURSES:**

### **English Language:**

- Domino English Learning Center ,

### **MS Office:**

- Technical Tips Center,

## **EXPERIENCES:**

### **➤ Ardh Al Falah Auto Spare Parts (March 2023 to Present) As Sales Coordinator**

- Answer phone calls and e-mails from customer to address any customer concern with the highest level of response and attention.
- Booking Shipments online from DHL and Emirates Post.
- Follow up with customers on provided Quotations.
- Collaborating with other teams to ensure orders and deliveries are handled effectively.
- Developing and maintaining filing systems.
- Working on Asset Accounting software for Invoices and Statements.

➤ **Business and Engineering Trends (Dec 2021 to Present)As Sales Coordinator**

- Coordinate sales team by managing schedules, filing important documents and communicating relevant information.
- Respond to complaints from customers and give after-sales support when requested.
- Preparation of Tender Documents.
- Store and sort financial and non-financial data in electronic form and present reports.
- Assist in the preparation and organizing of promotional material or events.
- Handling sales inquiries and orders by phone or email.
- Collaborating with other teams to ensure orders and deliveries are handled effectively.
- Developing and maintaining filing systems

➤ **Go Dental Clinic (Oct2017 to Nov 2021)As an Accountant cum Cashier cum Front Desk Officer.**

- Greet Patients warmly and send to the doctor.
- Collect Cash from patients and update in a system.
- Compile reports on overall Patients collection.
- Handle changes in policies or renewals.
- Inform Patients through messages of deals and promotions
- Answers queries by clarifying desired information.
- Coordinate with Dentist regarding patients.
- Maintain Petty Cash and Attendance Sheet for Every Month.

➤ **GoDental Call Center(Aug 2015 to Sept 2017)As a Customer Care Representative.**

- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade Scheduler.
- Compile reports on overall customer satisfaction.
- Handle changes in policies or renewals.
- Inform customer of deals and promotions
- Answers inquiries by clarifying desired information.
- Filing

➤ **Temperature Control Warehouse TCW (Sep 2014 to Aug 2015)As an Office Assistant.**

- The accomplishment of all duties delegated the Chief executive officer
- Provide the necessary Secretarial typing & Clerical Services as required by fluctuating needs.
- Data Entry.
- Emailing.
- Filing

➤ **Forhan's Private Limited(Aug 2013 to Sep 2014) as an Admin Assistant.)**

- Assist the production supervisors and monitoring shifts schedules.
- Observe the operation of machines.
- Report to the production manager.
- Maintained records including filing and daily productions sheets.
- Emailing.
- Filing

➤ **Pakistan House International Private Limited(Dec- 2011 to July-2013 as an Admin Assistant.)**

- Provide general administrative support including photocopying and filing.
- Order supplies and equipment/maintain stock.
- Assist in the clerical arrangements.
- Daily reporting to the Administration head.
- Provide administrative support for meetings.
- Emailing.
- Filing

● **BOML CFS Warehousing (Sep 2009 to Nov 2011)As an Office Assistant.**

- The accomplishment of all duties delegated the Chief executive officer.
- Provide the necessary Secretarial typing & Clerical Services as required by fluctuating needs.
- Data Entry.
- Emailing.
- Filing

**SKILLS, INTERESTS& QUALITIES:**

- Microsoft Excel.
- Microsoft Word.
- Confidentiality; and data protection and report all concerns to an appropriate person
- Having good communication skills
- Filing
- A team player with high level of dedication

**PERSONAL PROFILE:**

- Date of Birth 07 Nov 1991
- Nationality Pakistani
- Religion Islam
- Passport HM5124892
- NIC 42501-521848-9-6
- Marital status Single
- Visa Status Employment visa