

## PERSONAL INFORMATION



**Name:** Ayesha Hussain Lashkari

**Nationality:** Iranian

**Date of Birth:** 26th Dec 1992

**Driving License:** Valid UAE Light Vehicle Driving License

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### CAREER OBJECTIVE:

To be associated with a progressive organization that gives scope to update my practical knowledge and skills, in accordance with the latest trends and be part of the team that dynamically works towards growth of the Organization and to gain satisfaction in the industry.

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### EDUCATIONAL QUALIFICATION:

- High School Degree-Iranian School-Bur Dubai-UAE
- Bachelor Degree (in Finance )
- International Computer Driving License certificate
- Secretary Course And Account course

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### PROFESSIONAL EXPERIENCE:

**(8/2021-present)**



#### **Customer Care Executive**

- ✓ Responsible and accountable for responding to customer requests and questions regarding service, products and account information in a professional, accurate, efficient and friendly manner.
- ✓ Responsible and accountable for conferring with the customer by phone, email or in person and remain as first point of contact.
- ✓ Responsible and accountable for completing orders, tracking reports, company forms, monthly volume reports, KPI reports, and complaint register.
- ✓ Responsible and accountable for complaint resolution either technical, large or complex, regarding service, products and accounts using established procedures that ensure customer delight by the quality of complaint handling.
- ✓ Responsible and accountable for using every opportunity to turn service inquiry calls into immediate business and generate revenue by providing accurate sales lead information to Sales Team.
- ✓ Responsible and accountable for sending daily/weekly/monthly reports to customers and superiors as per respective customer KPI

- ✓ Responsible for respective customer's data management and MIS.
- ✓ Team player and should be proactive to provide ideas for SOP improvements



**TCS World Wide Express LLC, Dubai UAE**

**(10/2015-7/2021 )**

***Operation Assistance***

Currently, I am looking after and handling operational management and following tasks are Performed as part of my Job description including.

- ✓ *Logistics and Express Service*
- ✓ *Customer Enquires & Customers Complains*
- ✓ *Tracking all domestic and international inquires*
- ✓ *Working with MIS Report*
- ✓ *Establish, maintain, and coordinate the implementation including our services Sub kuch, Hazir Service, Sentiments, Red Box and Leisure Services in Logistic and courier sector.*



**Aramex Logistics Company, Dubai UAE**

**(12/2013 to 09/2015)**

***Customer Service***

***Principal Activities:***

- ✓ Answering the auto dialer calls
- ✓ Handling inbound and outbound calls
- ✓ Arranging the pick up
- ✓ Tracking the deferent kind of the shipment
- ✓ Handling the domestics and express shipment
- ✓ Working with team and working with CMS
- ✓ Sending and receiving emails
- ✓ Handling the complaint
- ✓ Time managing

**Falak Properties Dubai, UAE**

**(01/2011 to 12/2011)**

***Receptionist***

***Principal Activities:***

- ✓ Handling incoming and outgoing calls
- ✓ Making appointments for clients
- ✓ Lettering in both Farsi and English
- ✓ Making folders and gathering the client's profile
- ✓ Working with computer and internet
- ✓ Preparing NOC and Letters for land Department
- ✓ Preparing invoices and receipts.

**Ghanei Legal Consultancy, Dubai, UAE**

**(05/2010 to 11/2010)**

***Secretary and Assistant***

***Principal Activities:***

- ✓ Handling incoming and outgoing calls
- ✓ Making appointments for clients
- ✓ Lettering in both Farsi and English

- ✓ Making folders and gathering the client's profile
- ✓ Marketing for the company
- ✓ Working with computer and internet
- ✓ Booking tickets and hotels
- ✓ Performs clerical jobs such as filing and encoding and update files of the employees
- ✓ Ensures that all licenses and permits are up to date, company vehicles are insured and registered, dues and fees are paid on time.
- ✓ Assist the HR. officer in the recruitment and processing of documents for the candidates.
- ✓ Maintaining accurate financial records and preparing clear and accurate reports
- ✓ Preparing invoices and receipts and handling banking transactions like deposits, withdrawals
- ✓ Prepares weekly and monthly payroll, vouchers/cheque payments and handling Petty Cash.
- ✓ Prepares monthly, quarterly and year end reports required by the government agencies
- ✓ Prepares remittances for all employees benefits/taxes dues
- ✓ Prepares transmittal reports, inquiry, business correspondence and answering emails.
- ✓ Sending & receiving Mails. And filling the Database

**Languages:**

Fluency with high Proficiency in reading, speaking and writing English, Urdu, Arabic and Farsi.

**Computer Skills:** Proficient in MS Office (Word, Excel, PowerPoint, Access, Outlook, etc.)

**References:** Available upon as per requested.