

CURRICULUM VITAE



SHAIMA JAISON

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Aspiration

To be a member of an organization that provides me an opportunity to put my skills, talents, and expertise and drive to work. To add to that an organization that provides actual challenges strives to succeed scope to do things that are above average, allows developing new ideas & has some growth opportunities for its employees

Profile

- Team player with customer service focus, problem solving, leadership, Decision Making, Negotiation and outstanding communication skills. Highly motivated individual with exceptional organizational skills
- Possess good computer working skills in Ms office, internet and email application
- Effective verbal and written communication skills and ability to present ideas clearly.
- Ability to work under pressure efficiently, multi task. Positive, dedicated and committed personality

Professional Experience

August 2012 till date

RUS Aviation FZE
Senior Sales Executive
Sharjah, UA.E

- Attending to enquiries and pricing both airfreight and Charters
- Identify business opportunities by research and analysis
- Meeting customers as and when required.
- Develop and Maintain effective relationships with new and existing clients by providing customer information and explaining services.
- Acquisition of new business leads
- Assist customers effectively by solving customer disputes and ensuring Customer Satisfaction
- Tactfully handling confrontational or stressful interactions with the customer
- Reviewing AWB and DGD, Completes supporting paperwork and data entry as required
- Preparing Charter Agreements, Invoice and completing jobs of each flight

- Co-ordinate with all the Airlines on the pricing and establish interline rates.
- Accurately captures customer information
- Maintains quality service by establishing and enforcing organization standards
- Contributes to team effort by accomplishing related results as needed.

May 2009 till Aug 2012

RUS Aviation FZE
Office Administrator,
Sharjah, U.A.E

- Responsibilities are attending phone calls, taking messages
 - Preparing Attendance report / Etisalat Bills Report
 - Administration and HR work as per requirement
 - Preparing business files for Management
 - Secretarial support for Deputy MD and GM
 - Handling petty cash & reporting to accounts
 - Maintaining stocks of giveaway items
 - Updating cash report on 1C software
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September 2008 – April 2009

Standard Carpets Ind LLC
Secretary to the MD Sharjah – U.A.E

- Self – correspondence, faxing, e – mailing, filing.
 - Preparing Proforma Invoices, Delivery orders, Export Documentation and Appointment letters
 - Updating the Sales Report and Price list as and when required
 - Fixing appointments for the MD
 - Arranging visas, Ticket and Hotel Booking, Keeping a record of MD's travel itinerary
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May 2005 to December 2007

Infosys BPO
Senior Process Executive – Bangalore India

- Analyzing the credit history to evaluate the credit worthiness of the borrower
 - Perform checks for risk, accuracy, compliance and completeness in mortgage application
 - Calculating the income and liabilities of the borrower based on the documents available in file
 - Analyzing Title documents and Appraisals report of the property
 - Quality checks and audits on loans processed by other underwriters
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April 2004 to May 2005

Philips Software Center
Quality Assurance Support - India

- Responsibilities included attending phone calls, taking messages
- Handling correspondence with complete discretion
- Co-ordinating for DP / TCM / OHSAS & QSCR Meeting.
- Booking Conference Room, Sending Invite, and Preparing Minutes and following up with the Action Points.
- Collation of Efforts.

- Assigning of Quality System Change request – Follow up for Closure on the Change Synergy Tool
 - Uploading artifacts on the web.
 - Preparing Monthly report.
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December 1996 to March 2003

Page point Services (I) Ltd.
Paging Operator – India

- Responsibilities included attending phone calls, taking messages
 - Sending messages through e-mails to different Pagepoint cities
 - Assisting the Shift Officer
 - Working as Tele-Executive for Call centers
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June 1996 to December 1996

Kothari Distributors
Personal Assistant – India

- Responsibilities included attending phone calls, taking messages
 - Handling correspondence with complete discretion
 - Maintain filling system
 - Attending to Medical Representatives.
 - Handling petty cash
 - Preparation of bills
 - Maintaining stocks of Diagnostic Kits
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Personal Details

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| ➤ Date of Birth | April 04th 1977 |
| ➤ Passport Held | Indian |
| ➤ Visa Status | Residence visa |
| ➤ Language | English, Malayalam, Hindi, Kannada, |

Educational Qualification

- Bachelors of Arts (B.A) from Bangalore University
- PUC from Jyothi Nivas College, Bangalore
- ICSE from Baldwin Girls High School, Bangalore
- Diploma in Secretarial Practice from DAVARS Institute, Bangalore

Additional Skills

- Microsoft Applications – MS Word, MS Excel, MS PowerPoint
- Internet and E – Mail, Lotus Notes, Outlook

Reference will be provided on request.