**Fidah Hussain Hurrah**



Delhi , India - 110025

+91-7006648325

fhurra35@gmail.com

**https://www.linkedin.com/in/fidahhurrah/**

**VISA DOCUMENTATION | CLIENT RELATIONS MANAGEMENT**

**OPERATIONS MANAGEMENT | TEAM MANAGEMENT**

**SENIOR IMMIGRATION PROCESS EXECUTIVE**

*Highly proficient and future oriented Banking and Customer Relations Professional with more than 8 years of demonstrated accomplishment in banking, finance operations, customer relationship management, strategy & operations consulting and project management.* *Possess strong interpersonal skills and exceptional analytical ability with knowledge of financial regulations and experience in the implementation and management of handling compliances issues, and operations management. Effectively administer the banking and credit operations and can design & implement systems, policies/procedures to facilitate internal financial controls.*

**PROFILE SUMMARY:**

* Process documentation, applications and files, reviews for completeness and accuracy
* Hands in experience of Canada Skilled PR, Tourist, Start up category Visas, UK and USA tourist visas
* Identify discrepancies, obtains and processes data, seeks out missing or relevant information
* Execute the processes for complicated or problematic cases and researches internal/external sources to resolve problems or discrepancies
* Providing a source of knowledgeable information and assistance to clients on options, products, guidelines
* Follows quality control guidelines to facilitate compliance and maintain database integrity
* Developing and implementing internal service delivery methods, tracking or reporting; support the visa needs of the client
* Participates in training and development of colleagues and support staff; plans for and manages support staff in the delivery of operational and processing services; translates and interprets written and verbal information.

**CORE COMPETENCIES**

~ Operations Management ~ Resource Management

~ Relationship Management ~ Process Management

~ Team Management ~ Analytical Skills

~ Customer Satisfaction ~ Grievances Handling

~ Performance Management ~ Grievance Handling

**CAREER NARRATIVE**

**SENIOR PROCESS EXECUTIVE | *Abhinav Immigrations***– Delhi India **Sep 2020 till date**

**Main Duties:**

* Keeping customers updated on the status of their applications and providing information about the process, requirements, and fees
* Meeting with prospective and extant clients to gauge which services they require.
* Regularly reviewing visa documentation to ensure accuracy and completeness
* Assisting clients with the completion of paperwork, and ensuring that this is submitted on time.
* Verifying the authenticity of paperwork and supporting documents.
* Ensuring that pets undergo medical checkups, and then making appropriate accommodations to ensure that they are transported in a safe and legal manner.
* Keeping accurate and organized records of all applications, approvals, rejections, and related correspondence
* Preparing and providing invoices for your services.

**PROCESS EXECUTIVE |*Oceans Outsourcing Solutions Pvt Ltd*** – Delhi -  India **Apr 2017 – Sep 2020**

**Main Duties:**

* Keeping up-to-date with alterations to immigration laws.
* Meeting with prospective and extant clients to gauge which services they require.
* Providing clients with all pertinent documentation.
* Assisting clients with the completion of paperwork, and ensuring that this is submitted on time.
* Verifying the authenticity of paperwork and supporting documents.
* Ensuring that pets undergo medical checkups, and then making appropriate accommodations to ensure that they are transported in a safe and legal manner.
* Helping clients to find appropriate shipping solutions.
* Preparing and providing invoices for your services.

**EXECUTIVE OPERATIONS | *TeamLease*** – Gurgaon - India **Jun 2016 – Apr 2020**

**Main Duties:**

* Identifying new markets and sales opportunities, developing and executing sales strategies, and planning and strategizing sales goals for the Go Ibibo Domain
* Developing and maintaining relationships with travel agents, corporate clients, and other potential clients
* Negotiating contracts and agreements for events, conferences, and group booking
* Coordinating with other departments and leaders, particularly the hotel revenue manager

**EXECUTIVE OPERATIONS | *Intellect Support Services*** – Gurgaon - India **Jan 2016 – May 2016**

**Main Duties:**

* Identifying new markets and sales opportunities, developing and executing sales strategies, and planning and strategizing sales goals for the Go Ibibo Domain
* Developing and maintaining relationships with travel agents, corporate clients, and other potential clients
* Negotiating contracts and agreements for events, conferences, and group booking
* Coordinating with other departments and leaders, particularly the hotel revenue manager

**EDUCATION**

* **Bachelor of Arts** University of Kashmir, India **–** 2010
* **Master of Political Science IGNOU** August 2016