



YASMIN SHAKER

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Performance driven professional coupled with skills in Time management, teamwork and problem solving, Plan the work to be done and organize work procedure and sequence so that deadlines are met.

Strong drive to success with an exceptional aptitude for identifying risks and developing solutions. Ability to work along or with a team. Proven leadership skills include being detail-oriented and managing time wisely.

SKILLS AND RESPONSIBILITIES

Initiative	Ability to present	Communication and Coordination.	Time Management
Team Collaboration.	Problem solving skills	Process Improvement	Ability to lead
Microsoft office	Strategic Planning	Quality Assurance	Attention to Detail

EDUCATION

- ◆ Bachelor of English Education & Literature

Kafrelsheikh University - Egypt

WORK EXPERIENCES & RESPONSIBILITIES

Nov 2022 – to Present

Buying PRO at Nesto Group – UAE

- ◆ Prepare weekly reports with latest data.
- ◆ Generate and distribute internal and external communications.
- ◆ Supporting PR managers with writing, researching and preparation of emails and letters.
- ◆ Receiving, distribute and replying to E-mails.
- ◆ Directly communicate with vendors and suppliers.
- ◆ Managing import documents to insure ease procedures.
- ◆ Communicating with DM related to imported items.
- ◆ Dealing with DM system requirements related to food items.
- ◆ Handling the registrations of food items in DM systems.
- ◆ Submitting, following up and closing inspection requests.
- ◆ Requesting and collecting samples from vendors with coordination with the warehouse team.
- ◆ Delivering & submission of samples to Dubai Central Lab, and follow up for the results.
- ◆ Applying for Consumer Products in DM system (Montaji).
- ◆ Assisting media team with photos of products for the purpose of flyers and advertisements.
- ◆ Handling shipment clearance paper works in Jabal Ali Port.

Buying coordinator & Category Manger Assistant at Nesto group UAE

- ◆ Dealing with SAP logon program.
- ◆ Creating the vendors details and Articles of new arrival items.
- ◆ Dealing with fast price changing and editing for new items or according to offers.
- ◆ Generating Purchase Orders based on specific requirements to ensure smooth procurement processes.
- ◆ Sending delivery notes for warehouses to provide gate passes for trucks and start receiving.
- ◆ Changing the near expiry items' prices depending on dates and quantities.
- ◆ Checking and providing sales reports
- ◆ Preparing Out of Stock and GP reports to optimize inventory management.
- ◆ Efficiently creating and managing items and vendors in the system, maintaining all necessary documentation.
- ◆ Scheduling meetings for the buying department, facilitating effective communication and coordination..
- ◆ Coordinating import processes, ensuring compliance with customs regulations and timely delivery of goods.
- ◆ Collaborating with freight forwarders and customs brokers to expedite customs clearance and delivery of imported products.
- ◆ Managed communication with international suppliers to track shipments, resolve issues, and ensure timely delivery.

2019 – to Oct 2022

Customer service Agent Nov

- ◆ Identifying customers' needs clarify information; research every issue and providing solutions.
- ◆ Frequently attend educational seminars to improve knowledge and performance level.
- ◆ Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- ◆ De-escalate situations involving dissatisfied customers, offering patient assistance and support.
- ◆ Call clients and customers to inform them about the company's new products, services and policies.
- ◆ Guide callers through troubleshooting, navigating the company site or using the products or services.
- ◆ Memorize scripts for products and services, and refer to them during calls.
- ◆ Build positive relationships by going beyond with customer service, ensuring that all questions, cancellations, and confirmations are handled appropriately.
- ◆ Identify opportunities for driving sales and revenue of the company's existing product suite, and seize opportunities to upsell when appropriate.

PERSONAL DETAILS:

DOB: 1st March 1999

Visa Status: In employment visa