



NATASHA SHAKEEL

+971-555038187

natashashakeel062@gmail.com

DUBAI - UAE

DOB : 28-04-2000

NATIONALITY : Pakistan

CIVIL STATUS : Single

GENDER : Female

LANGUAGES : English, Urdu,
Punjabi

VISA STATUS : Residence VISA

EDUCATION

- F.S.C (Medical)

SKILLS

- Ms Word
- Ms Excel
- Powerpoint
- Inpage
- Interpersonal
- Communication
- Time Management
- Telephone Etiquette
- Customer Service
- Attention to Detail
- Positive Attitude
- Leadership Quality
- Team Leader

CAREER OBJECTIVES

To excel in position by applying my professional experience and strive towards fulfilling the responsibilities assigned to me. I can perform well in my field, and I assure to uphold your quality standards, policies and procedures. I am hard working person and have the ability to work in a team and ready to cooperate.

WORK EXPERIENCE

ORGANIZATION : PUNJAB MEGA MALL - PAKISTAN
DESIGNATION : FRONT OFFICE MANAGEMENT - 2 YEARS

ORGANIZATION : NATIONAL COLLEGE - PAKISTAN
DESIGNATION : ACCOUNTANT - 1 YEAR 6 MONTHS

ORGANIZATION : DARGON MALL - DUBAI-UAE
DESIGNATION : Receptionist - 1.5 YEARS

ORGANIZATION : CALL CENTER – DUBAI, UAE
DESIGNATION : TELESales REPRESENTATIVE / CUSTOMER SERVICE – 1.5 YEAR

ORGANIZATION : GOLBAL VILLAGE – DUBAI, UAE
DESIGNATION : CASHIER/ WAITRESS – 1.5 YEAR

DUTIES AND RESPONSIBILITIES

- Greet and welcome guests as soon as they arrive at the office or in hotel.
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Make outgoing calls to customers to advise them of products and services that may be of interest to them.
- Take customer information and update it in the database as required. Put through relevant sales and contracts for sales of goods or services.
- Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.
- Lead customers to their tables.
- Take food and drink orders. Serve food and drink orders in a timely manner.
- Check in with customers during their meal. Communicate effectively
- Reconcile accounts payable and receivable.
- Ensure timely bank payments.
- Handling cash, credit card transactions, and providing accurate change.
- Assisting customers with purchases and resolving any issues or complaints.

REFERENCES

Available Upon Request

DECLARATION

I hereby certify that the above information are true and correct according to the best of my abilities early awaiting positive response.

NATASHA SHAKEEL