

NIDA ABDUL KHADER

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OBJECTIVE

To seek a position where my knowledge can be shared and enriched, I would like to have an opportunity to contribute to the continuous growth and profitability of the organization by leading efforts through my skills at any deserved position.

KEYSKILLS & SOFTWARE PROFICIENCY

- ❖ Administration and organization
- ❖ Analytical thinking – This refers to your ability to apply logic to solve problems & to get the job done.
- ❖ Team player
- ❖ System – based practice
- ❖ Business development
- ❖ Customer relationship.
- ❖ Practice – based learning & improvement
- ❖ MS-OFFICE [Word, Excel & PowerPoint]
- ❖ Tally ERP 9, C++ programming and RDBMS
- ❖ Fundamental of IT & C language
- ❖ Business Organization & Management

WORKING EXPERIENCE

HASSANI GROUP OF COMPANIES – Customer Service Executive – DUBAI-UAE [JUNE 2023 – CURRENTLY WORKING]

- ❖ Taking customer calls, listening to their concerns, and solving problems.
- ❖ Handling client phone calls, including incoming and outgoing, to ensure that everyone receives the assistance they require as soon as possible.
- ❖ Assisting 300+ customers per day, providing successful solutions in a polite manner using active listening to ensure customer retention.
- ❖ keeping up a solid understanding of the company's goods and services to better support clients with queries, worries, and general information.
- ❖ Journaling records of customer interactions, processing customer accounts and filing documents, following communication procedures, guidelines, and policies.
- ❖ Take the extra mile to engage with customers.
- ❖ Building sustainable customer relationships.
- ❖ Organizing all conversation records, building product knowledge, improving performance and hit goals.

GEIB Loyalty Card Services LLC - DUBAI -UAE [Mar – May 2023]

- ❖ Generate new customer leads through various channels.
- ❖ Proactively identify sales prospects and conduct business development activities
- ❖ Follow up on new leads and referrals to generate business.

- ❖ Achieving the monthly sales targets, Cross sell assets and fee products
- ❖ Follow the various internal guidelines and procedures of the bank.
- ❖ Ensure customer satisfaction through regular engagement.
- ❖ Resolve customer queries/issues and facilitate customer service.
- ❖ Maintain periodic status reports, including daily activity report and calls/follow-ups made
- ❖ GEIB as relationship officer.

FINESSE TECH. SERVICES - JR. ACCOUNTANT, INDIA [From JUNE 2021– MAY 2022]

- ❖ Preparing more than 4 bank account reconciliation and report
- ❖ Submit to HOD
- ❖ Handle the whole range of accounts payables
- ❖ Prepare day to day bank & cash reconciliation
- ❖ Cheque Preparation
- ❖ Petty cash counting monthly, and report submit to HOD
- ❖ Payroll assistance and Book-keeping.
- ❖ Maintain book of accounts using customized ERP
- ❖ Posting journal entries and paying monthly payroll
- ❖ Maintaining accounts receivable and account payable
- ❖ Updating financial statements.

EDUCATION

OSMANIA UNIVERSITY

[2019 – 2022]

BACHELOR OF COMMERCE (Computers Application) with 97%

TELANGANA STATE BOARD OF INTERMEDIATE EDUCATION

[2017 – 2019]

CEC (Commerce, Economics & Civics) with 95%

BOARD OF SECONDARY EDUCATION

[2017]

HIGH SCHOOL with 82%

PERSONAL DETAILS

Name: Nida

Sex: Female

Date of Birth: 27.10.2000

Nationality: Indian

Passport no: W6126278

Date of Issue: 06.10.2022

Date of Expiry: 05.10.2032

VISA STATUS

- ❖ Employment Visa

LANGUAGES KNOWN

- ❖ English, Hindi & Urdu.

DECLARATION

- ❖ I hereby declare that the above-mentioned factors are true & correct to the level best of my knowledge and belief.

NIDA.

