



# Nazia Parveen

Receptionist/Customer Service

## Profile

An organized, Result-oriented customer service professional with an excellent track record of significantly increasing service quality, sales and customer base through outstanding communication, relationship-building and influencing skills.

## Employment History

### Hostess at Img world's of adventure , Dubai

July 2022 — Present

- Welcoming guests in polite and professional way.
- Addressing and resolving customer complaints.
- Providing Information about facilities programs, amenities, area, venues, ticket-prices and Annual passes.
- working Efficiently to provide the best of quality services.
- Ensuring Compliance with health, safety, Service and Standards.

### HR co-ordinator at Quadri leather pvt.ltd , Kolkata

January 2018 — July 2022

- Responsible for facilitating all key HR functions.
- Communicating all corporate information between staff and senior officials.
- Guiding Employees Through various HR processes.
- Assisted with Administering benefits, processing payrolls and handling all problems and questions.

### Secretary at TALHA PLASTICS, Kolkata

April 2017 — January 2018

- Answering calls, taking messages and handling correspondence.
- Arranging appointments, maintaining records and diaries, typing, preparing and collating reports.
- Organising meetings and handling all types of communications for the company

## Education

### Master's in English , Ignou, Kolkata

December 2017 — December 2019

Master's in English

### Graduation , Ignou

December 2011 — December 2014

Graduated with English and sociology

## Details

International city phase 2 -Al warsan

Dubai, 500001

United Arab Emirates

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Date / Place of birth

14-10-1990

Kolkata, West Bengal India

Nationality

Indian

## Skills

Leadership Skills

Ability to Multitask

Adaptability

Communication Skills

Ability to Work in a Team

Customer Service

Highly Organized

## Hobbies

Reading books, traveling, - watching movies

## Languages

English

## ⚙ Courses

**Emergency First Aider , H.S.E.I Middle East safety consultancy and training**

August 2022 — August 2022