



Shama Syed

Mobile: **+971508378141**

E-mail: shama.syed084@gmail.com

Address: Dubai, UAE

PROFILE

A highly motivated and ambitious individual able to give timely and accurate advice, guidance and support to individuals. Possessing excellent management skills and having the ability to work with minimum of supervision. Having a proven ability to lead by example, consistently hit targets, improve best practices and organise time efficiently.

SPECIALTIES/ CORE COMPETENCIES

- *Dynamic personality, having positive attitude, good interpersonal skills, tactful*
- *interactions with staff at all levels.*
- *High degree of motivation, flexibility and reliability.*
- *Sound judgment and ability to exercise initiative.*
- *Drive to work hard.*
- *Enthusiastic, energetic and high on people interaction.*
- *Delegating and strategic planning.*
- *Good multi-tasking abilities*

PROFESSIONAL EXPERIENCE:-

GEBBS HEALTHCARE SOLUTIONS

Roles and responsibilities:

- *Handling Process: Handled 5 processes simultaneously.*
- *Quality: Responsible for keeping and maintaining quality to the required threshold of the teams (Process) handled as per Client Requirements.*
- *Process Management: Adhering to standard operating procedures & manuals to facilitate smooth functioning of process, ensuring conformance to Quality & TAT.*
- *Project Management: Resource planning as per project scope. Achieving organization and client objectives for a given project.*
- *Team Management: Focused on regular feedback and Coaching and Overall performance development of the team as well as the process.*
- *People Engagement: One on One sessions conducted if needed.*
- *Client Relationship Management: Interacting with clients on feedback, specifications and methods to facilitate enhancement of Process through mails.*
- *Also Weekly review calls to resolve any queries put forth by the clients. Identifying improvement areas & sharing the client updates with the team.*

- *Compliance: Managing external quality and security standards (HIPPA/ISO/ISMS) audits and accountable for audit clearance. Maintain documentation to demonstrate adherence to compliance standards; Audit readiness; Floor etiquettes.*
- *DOU: Preparing DOU for the process handled till date to make the associates job easier to understand and the software.*

EXPERIENCE SUMMARY

Joined as Personal Assistant / Admin in View Gol from 15th Jan 2023 to Aug 2024.

Key Responsibilities:

- *Manage Schedule Appointment, Email and Documents Preparation and Maintain Confidential records to ensure smooth daily office Operations.*
- *Greet and assist visitors, clients, and staff professionally.*
- *Coordinate with vendors, handle couriers, and support daily office operations.*
- *Strong problem-solving skills and proactive mindset.*

Joined as Quality Assurance Lead and Sr Account Receivable from 22 nd SEPT 2013 to Jan 12 th 2023.

Key Responsibilities:

- *Joined as **Sr A/R in Guidehouse** (Kerala) from 20th April 2021 to Jan 12 th 2023.*
- *Joined as **Sr A/R Executive in Clinic Anywhere** from Sept 2019 to Dec 2020.*
- *Handled **Phone Pe Process** Auditing Inbound / Outbound calls, Escalations in the process*
- *Joined as **Quality Analyst** from June 2017 to May 2018 in **Hexaware Solutions Ltd.***
- *Worked as a **Quality Assurance Leader** in **GEBBS HEALTHCARE SOLUTIONS** from **SEPT 2013 to JAN 2016***
- *Handling Process: Handled 5 processes Simultaneously.*
- *Quality: Responsible for keeping and maintaining quality to the required threshold of the teams (Process) handled as per Client Requirements.*
- *Process Management: Adhering to standard operating procedures & manuals to facilitate smooth functioning of process, ensuring conformance to Quality; TAT.*

EDUCATION:

- ***Post Graduate Diploma in Software Engineering*** in 2001 from Hyderabad University.
- ***Bachelor of Arts in Economics and History*** in 1998 from Mumbai University.

COMPUTER SKILLS:

- Proficient with MS Office (Word, Excel, PowerPoint, Outlook) and advanced Internet package.

PERSONAL DETAILS:

Nationality	: Indian
Visa Status	: Visit visa
Marital Status	: Single
Passport No	: N3969611
Issue Date	: 08-10-2015
Expiry Date	: 07-10-2025
Languages Known	: English, Hindi, Urdu, Tamil, Telugu, Gujarati, Marathi.

Place: DUBAI

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