



NAEMA AKTHER

WORK EXPERIENCE

Junior sales Executive

UAE Exchange LLC - Abu Dhabi, UAE

2018 - 2022

- Computation of daily transactions using computers, calculators, adding machines
- Foreign cash handling along with AED currencies
- Cross selling and sales of allied products
- Balance currency and checks in cash drawers at ends of shifts
- Attending customers' enquiries with patience
- Execution of financial transaction with customer demands
- Identification of fake notes and informing supervisor
- Team work with individual goals as well as work under pressure
- Approvals for high value transactions from on duty supervisors

CONTACT ME

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Al Ain, UAE

PROFILE

To seek a challenging position, that can give me the right exposure to use my potential and capabilities to my fullest. I am well organized individual with eight years experience in customer service with effective communication across the board.

DOB : 02/09/1993

Nationality : Bangladesh

Visa Status : Family Visa

LANGUAGES

English / Hindi / Urdu / Bangla
/ Arabic Basic

SKILLS

- MS Office
- Tele sales
- Secretarial works
- Ability to capture information & learn new skills of new technique
- Ability to work under pressures
- Ability of building good relation within the work place
- Ability & experience to deal with the customers

Reservation & Ticketing Officer

Al Amaan Travel & Holidays - Al Ain, UAE

2013 - 2018

- Advising customers with respect to any aspect of the service
- Handling multiple tasks at office and front desk
- Selling tickets and advising customers on flights detail and directions around the airport
- Dealing with complaints and queries and promoting first class tickets
- Act as an front desk attendant and collect funds and assisting customers
- Responsibilities in handling passengers
- Making reservation
- Issuing Tickets
- Attending calls

Officer

Fly Dubai Outlet office - UAE

5 Months

- Radixx system
- Excellent in booking reservation
- Excellence for budgeting tickets
- Email correspondence/exchanges
- Issuance of E-Tickets
- Good experience in dealing with multiple travel agencies

EDUCATION

- BBA - Jaipur National University - Al Ain, UAE
- A Level - Global English School, Al Ain, UAE
- IGCSE - Al manahil Private School, Al Ain, UAE
- IATA - UFTAA Foundation Course in Travel and Tourism
- Completed Amadeus Basic Functionality Course
- Completed Advanced Ticketing Course
- Completed the Galileo Advanced ticketing Course