


SADIA NASEEM

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Visa Status : family visa



Pro-active, result oriented and well- disciplined with proven ability to manage multiple assignments efficiently under extreme pressure and stress management while meeting tight deadlines schedules. Possess excellent communication, personal management and problem solving skills.

KEY SKILLS AND COMPETENCIES

- Office management
- Answering customers queries
- Reports compilation
- Content writer for press
- Staff Recruitment
- Maintain HR Record
- Attendance & Payroll
- Sales and marketing of press department
- providing customer support
- Petty cash disbursement
- collecting customer feedback
- Printing supervisor

Employment History

Duch International Foundation Abu Dhabi U.A.E

Customer Services officer/ printing supervisor

1st July 2016 -2023

Duties:-

- Prepare and calibrate machinery for printing and other tasks.
- Manage large amount of phone calls and customer dealing in person
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer through open and interactive communication.
- Provide accurate, valid and complete information .
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Acting as business interface so as to filter general information, requests and queries.
- Greeting all incoming visitors to the office in a friendly, professional, hospitable manner.
- Processing incoming and outgoing mail. Issuing badges to visitors.
- Processing payroll and personnel documents.
- Buying office stationary. Sending out memos and reminders to the administrative team.
- Updating employee administrative records.
- Operating the switchboard, & Receiving deliveries.
- Answering e-mail, phone, fax and postal queries.

- Coordinating business events, and travel requirements for senior managers.
- To prepare and issue LPO for the purchase of material from suppliers
- To receive the suppliers invoices and get verified and posting in accounting system
- To receive petty cash adjustment from purchase officer and prepare details.
- To receive petrol bills and other vehicle repair and maintenance expenses bill, prepare summary.
- To collect attendance sheet cards from all sites, prepare time sheet and salary sheets.
- Issue cheques to suppliers, maintain bank wise payment files.
- To maintain record and filling of LPOs , invoices, cheques, petty cash , phone & DEWA bills.
- Entry of checks by using accounting software (Quick Book).
- Drafting and Making Reports of daily task , e mailing , fax and other necessary work done by me in the accounts department

**Al Faris Insurance Dubai .
UAE**

CSR / printing supervisor

January 2011 to December 2015

Job Responsibilities:-

- Create the insurance polices for customer on demand .
 - Insurance polices for Health , Car , House /Property for walk in customer .
 - Handle the customers on spot and satisfy them with their inquires .
 - Publish content on various platforms and analyze traffic performance
 - Research and evaluate competitor marketing with a focus on content
 - Plan and execute various SEO tasks
 - Assist finance team in the payment process for content stakeholders
 - Prepare reports on project performance
 - Develops the sales and marketing strategy and plans, policies and processes for the department with input from the General Manager and ensures their effective implementation. Aligns sales targets with the strategic business plan and annual budget.
 - Responsible for implementing strategic initiatives related to the area of specialty to support achieving Juno's strategic goals and objectives, and measures and reports on KPIs (incl. achievement of sales targets).
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**Interflow Communication Groups Ltd.
Islamabad, Pakistan**

Admin / CSR

August 2007 to December 2010

Job Responsibilities:-

- Review job orders to determine any special printing instructions, stock specifications, colors or quantities to be printed.
- Collect random samples and inspect them during print runs to determine if any adjustments need to be made and make adjustments as needed.
- Fill ink fountains and purchase or mix inks throughout the week as needed. Adjust flow rates of ink fountains to achieve the desired flow amount for each press run.

- Start presses and check proofs for ink alignment, registration, density and coverage. Make adjustments as needed.
- Load paper onto presses, making adjustments when necessary to accommodate various paper sizes. Adjust printing plate tolerances to meet the desired parameters for each press run.
- Clean printing unit cylinders, plates and ink fountains at the completion of each press run.
- Monitor and respond to error, alert or fault messages on automated press operation systems; make minor repairs to oil presses and other equipment as needed using hand tools.
- Feed paper through press cylinders, adjusting tension and feed controls as needed.
- Assisted to General Manager to ensure the implementation of labor laws, work Instructions and execution of company policy.
- Handled labor court matters to follow and settle the complaints and cases by the employees.
- Dealing with Insurance companies for employees insurance.
- Maintained relations with lawyers to provide them required information.
- Arranged visa processing for management visit to abroad, booked air tickets.
- Managed vehicles for staff for project visits and arranged their lunch/ dinner.
- Manage occasionally client visits at work site and meeting with company staff etc.2wd Reported mishaps / accidents at works to the management, taken necessary measures.
- Monitored the welfare of employees at works i.e. Canteen, Uniform, transport, recreation activities.

Education / Qualification

M.Sc. Mass Communication, 2007, university of the Punjab, Lahore.

M.A - Islamiyat, 2014, university of the Punjab, Lahore.

Computer Skills

- Expert in **MS window (Excel-Word)**, MS Power Point, **Internet surfing** etc.
- Hand on Experience to work in accounting software – Quick Books

Personal Details

- **Date of Birth:-** 28 October 1983
- **Marital Status:-** Married
- **Religion:-** Islam
- **Nationality:-** Pakistani
- **Passport No:-** AU-9855432

Languages

- Fluent in English, Urdu and Hindi and basic knowledge of Arabic Language.

Reference

References are available upon request.