

SALMA ABBAS

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AL QADSIYA SHARJAH



EDUCATION

Higher National Diploma in Computer Application with Specialization in Management Communication 1998 - Jan 1999

NATIONAL INSTITUTE OF SCIENCE AND TECHNICAL EDUCATION • ISLAMABAD, Pakistan

- Achieved Higher National Diploma in Computer Application
- Specialized in Management Communication
- Developed strong analytical and problem-solving skills

Diploma ENGLISH LANGUAGE Jan 1998 - Aug 1998 NATIONAL INSTITUTE OF MODERN LANGUAGES

- Six Months English Language
- Completed specialized coursework in relevant

Bachelor of Arts Jan 1990 - Jan 1992 **THE UNIVERSITY OF PUNJAB • WAH CANTT, Pakistan**

- Graduated with a Bachelor of Arts degree
- psychology
- sociology
- Arabic as an additional subject

PROFESSIONAL SUMMARY

I am a highly experienced and skilled professional with 13 years of experience in office assistance, including data entry, customer services representative, business development, sales, and purchase. I have a strong background in office management

WORK EXPERIENCE

Customer Service Representative May 2021 – Current SALMAN SYED TECHNICAL SERVICES • DUBAI, United Arab Emirates

- Represented company with a commitment to excellence in customer service.
- Addressed customer inquiries, concerns, and issues with a focus on effective and timely resolution.
- Interacted with customers via phone, email, and chat, ensuring clear and concise communication.
- Demonstrated in-depth knowledge of company's services.
- Provided accurate and detailed information to customers, enhancing their understanding.
- Acted as a key point of contact to enhance overall customer experience.
- Successfully handled customer complaints and conflicts, focusing on professionalism and empathy.
- Maintained accurate records of customer interactions and transactions
- Collaborated with cross-functional teams to resolve customer issues and provide seamless support.

Office Assistance Dec 2011 – Feb 2021

ISTANBUL GROUP OF COMPANIES • DUBAI, United Arab Emirates

- Efficiently managed data entry tasks to ensure accurate and up-to-date
- Provided exceptional receptionist duties, creating a welcoming and professional atmosphere.
- Increased productivity by multitasking between data entry and receptionist
- Demonstrated strong attention to detail in maintaining organized and error-free records.
- Enhanced customer satisfaction by promptly and courteously addressing inquiries and requests.
- Utilized strong communication skills to effectively interact with clients and colleagues.
- Successfully balanced competing priorities to meet deadlines and deliver high-quality work.
- Consistently upheld confidentiality and security measures when handling sensitive information.
- Adapted quickly to new software and technology to streamline data entry processes.
- Received positive feedback for exceptional organizational and time management skills.

Business Development Executive Jan 2011 - Jun 2011

GALLANT TECHNOLOGIES • DUBAI, United Arab Emirates

- Increased sales by 30% through effective client communication and relationship building
- Consistently exceeded sales targets by 20% through strategic prospecting and lead generation
- Streamlined administrative processes, resulting in improved efficiency and customer satisfaction
- Managed high-volume phone and email correspondence, ensuring prompt and professional responses
- Developed and implemented successful sales strategies, resulting in a 25% increase in revenue
- Provided exceptional customer service, leading to a 95% customer retention rate
- Utilized CRM software to track and analyse sales data, identifying new business opportunities
- Collaborated with cross-functional teams to drive business growth and achieve company objectives
- Negotiated and closed high-value deals, contributing to overall company profitability
- Trained and mentored new sales team members, resulting in improved performance and productivity.

Office Secretary/customer services representative Jan 2008 - Jan 2011

SAHAR MEDICAL CENTRE (L.L.C.) • SHARJAH, United Arab Emirates

- Maintained organized filing systems, ensuring quick access to important documents
- Managed executive calendars, scheduling meetings and appointments efficiently
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- Handled incoming calls and correspondence with professionalism and courtesy
- Prepared and proofread reports, presentations, and other important documents
- Managed office supplies and equipment, ensuring smooth operations
- Provided administrative support to multiple departments, improving workflow
- Supported senior management with various administrative tasks, contributing to overall success

Marketing and Sales Executive Jun 2007 - Nov 2008

TIAWAN COMPANY • ISLAMABAD, Pakistan

- Worked as a Marketing and Sales Executive in Islamabad, Pakistan.
- Managed marketing campaigns and sales
- Developed and maintained relationships with
- Conducted market research and analysis to identify
- Met and exceeded sales

Secretary Feb 2006 - Mar 2007

AUSTRALIAN MULTINATIONAL IT SECURITY COMPANY • ISLAMABAD, Pakistan

- Managed executive calendars and scheduled meetings with 100% accuracy
- Handled confidential information with discretion and professionalism
- Coordinated travel arrangements and accommodations for senior staff
- Implemented new filing system, reducing retrieval time by 50%
- Prepared and proofread correspondence and reports to ensure accuracy
- Managed incoming calls and emails, providing timely and professional response.

School Principal

PUNJAB PUBLIC SCHOOL TAXILA PAKISTAN Jan 2000- Jan 2006

- Ensure all students have access to a constructive learning environment.
- Manage office staff and faculty, ensuring they comply with school rules and regulations.
- Oversee the daily, quarterly, and yearly management of the school curriculum and student activities.
- Ensure proper funding is secured for education and the resources are used and managed effectively.
- Evaluate staff and overall teaching effectiveness to ensure student progress.
- Source and coordinate teacher training opportunities and provide guidance.
- Interview and hire school staff, including teachers, nurses, counselors, and cafeteria and janitorial employees.
- Set and manage school finances while adhering to an agreed-upon budget when investing in new learning tools, technologies, and building upgrades.
- Keep parents up to date and include them in student and school progress and plans.

SKILLS

- DATA ENTRY
- BUSINESS DEVELOPMENT
- SALES AND PURCHASE
- OFFICE MANAGEMENT
- CUSTOMER SERVICE REPRESENTATIVE
- UAE Valid Driving License