Kaltham Ali

P.O.Box: 56612
Dubai , United Arab Emirates.
☎ **055 2966699**
✉ **kaltham.alii@hotmail.com**

Career Summary

An effective, natural communicator with excellent interpersonal skills developed with a customer-focused industry. Dynamic and active with an independent disposition to solve problems under extreme pressure whilst ensuring customer satisfaction and team efforts

Demonstrated exceptional problem-solving abilities, highly professional, efficient planner, with excellent communication and negotiation skills.

Career Aspiration

To work in essential government or organization sector, where I could accomplish and achieve job tasks given in order to support department's achievement goals.

Key Skills

- Hard working, sincere, dedicated with a strict sense of work ethics and a remarkable sense of purpose.
- Persuasive communications and excellent presentation skills.
- Customer Centric Approach.
- Ability to work under pressure.

Professional Exposure

- **Dubai Customs** **02 June 2013 till date**

Claim and Refund department

- Evaluating the authenticity of the refund claim
- Processing the refund claim in keeping with the rules and regulations of Dubai Customs
- Acquiring approval from higher authorities in the management if the claim amount is big
- Checking various details about the refund claim such as validity dates and conditions of refund

- **Celar Water Equipment** **Aug, 2010 to May 2012**

Purchase department

- Making LPO
- Meeting new suppliers
- Inventory management and control

- **du (EITC), U.A.E.** **2008 to 2010**

Customer Care Executive (Consumer Sales)

- Served as a Validation Agent cum Cahier from Feb 28, 2007 to March 9, 2007.
- Job responsibilities involved making the customer feel at home.
- Assisting customer with filling out of the prepaid / postpaid application form.
- Validating his details captured on du's Number booking Application (NBA) software against certain mandatory documents.
- Collecting payment and ensuring that the customer not only leaves with his Sim card but with a smile due to his good experience with du.
- Ensuring to give the right information regarding the Consumer and Enterprise products and services, activation, payment etc.
- Maintaining and exceeding the standards of customer service excellence by resolving customer complaints to ensure complete customer satisfaction.
- Achieved consistent growth in business volume month after month.
- Achieving high levels of customer satisfaction by consistently meeting the set service delivery standards.

- **HSBC Middle East Bank – Dubai, U.A.E.**

Letter of Credit Processor ***2006 to 2007***

- Issuing import and export letters of credit and accepts payments
- Notifying exporters and importers of issuance of letters of credit covering shipment of merchandise.
- Reviewing letter of credit documents to determine compliance with international standards.
- Verifying terms of credit, such as amount, insurance coverage, and shipping conditions to determine compliance with established standards.
- Coordinating customer credit information and collateral papers with loan officer.

- **Sharjah Economic Development Department, U.A.E.**

Internship Assignment ***2005***

- Worked in all the departments like legal, finance, marketing and assisted with overall administration. (college work placement)

Commented [M1]:

Education

2015 – 2018	Bachelor in International Business HCT- Dubai Women's Colleges
2004 – 2005:	Diploma in Travel & Tourism. HCT – Sharjah Women's College
2003 – 2004:	Certificate in Travel & Tourism. HCT – Sharjah Women's College
2000 – 2002:	High School Degree – Science Section. Rafaa High School – Sharjah

Training Course

Dubai Institute for Human Resources Development:
- Business Communication
- Customer Service

The City and Guilds of London Institute:
- Level 2 Certificate in Customer Service

International House Dubai:
- English Course
- Young World Exhibition Organizer

Dubai Customs Training Center:
- Customs Process & Declaration & Mirsal 2
- Internal Happiness
- Women's fitness and health
- Professional skills in Customer Services

Volunteer Work

- Community Development Authority 12/03/2018 to 13/03/2018
- Dubai Club for People of Determination 14/03/2018 to 17/03/2018
- Municipality & Planning Department in Ajman
  Innovation Week from 25/03/2018 to 29/03/2018
- Ministry of Economy
  Annual Investment meeting 7/04/2018 to 11/04/2018

Achievements

March 2004: Certificate of Counseling Arabia Conference

April 2005: Certificate in OAG Travel Training

Personal Data

Date of Birth	24/04/1985
Nationality	U.A.E.
Languages Known	Fluent English and Arabic
References	Can be furnished immediately upon request

Other Skills

Computer Skills:	MS Office, imove, video maker
Travel & Tourism Skills:	Event Planning, Marketing, Customer Service, Tour Guide, Galileo, Fidelio
Language Skills:	Arabic & English (Reading, Writing and Speaking)
Communication Skills:	Teamwork and English Conversation.

Self-Appraisal Profile

As an overview, I am a result-oriented self-starter, flexible and effective communicator, problem solver, with ability to focus on solutions and remain calm in crisis situation. Also I am organized, proactive and always challenging current procedures.

****