| HIND AL SHAMSISupervisor |
| --- |
|  |  |  |
| +971-56-68080-89 | hindalkayyay@hotmail.com | Sharjah, U.A.E |
|  |  |  |
| Objective | As a supervisor, my primary objective is to support the functioning of business operations by managing staff, coordinating operations and ensuring exceptional customer service. I aim to create a positive and productive work environment by communicating with team members, setting clear goals, and monitoring performance to generate company revenue by recovering fines from customers. |
| Education | Dubai Women’s Higher College of Technology Secondary School Dubai, U.A.E Sharjah, U.A.E Business Administration Course General Studies  |
| Key Skills | Personnel Management Pro-active ApproachTeam Building | Effective CommunicationProblem Solving |
| Experience | Responsibilities: Overseeing daily operations, managing staff, ensuring compliance with rental and finance, providing exceptional customer service. Also responsible for analyzing financial data, identifying trends, and developing strategies to improve the funds recovery process. |
|  |
| April 2015 - PresentRTA SupervisorGargash Enterprises | June 2008 – March 2015Senior Executive Emirates Islamic Bank | March 2005 – April 2008 AssociateEmirates NBD |
| Communication | Implemented new procedures that improved efficiency and streamlined operations. |
| Leadership | Successfully led a team to exceed recovery goals while maintaining excellent customer satisfaction scores. |
| References | Available upon request.  |