

**SAIMA KHADIM**  
SHARJAH- U.A.E

**Email:** saima.isa123@gmail.com

**Visa:** Husband's Sponsorship

**Phone:** +971 55 8121572

**Nationality:** Pakistani

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### **To whom it May Concern**

It is with great interest that I am forwarding my resume for your kind consideration for any suitable position that fully utilizes my professional skills and personal abilities.

I am very ambitious and always keen to work with a team of professionals. Hence my Curriculum Vitae is enclosed to provide you with details of my skills and accomplishments. I am certain that an interview would completely reveal my desire and ability to contribute to your organization.

### **Professional Objective**

Ambitious and detail-oriented professional with a background in administration and customer service. Seeking a role where I can leverage my administrative skills, customer focus, and ability to work in dynamic environments to contribute effectively to an organization's success.

### **Education:**

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|----------------------|---|
| <b>05/08 – 06/09</b> | <b>MBA - Preston University, Ajman Campus – UAE</b><br>(Specialized in Marketing) |
| <b>05/04 – 05/07</b> | <b>BBA - Preston University, Ajman Campus - UAE</b>                               |
| <b>1998- 2000</b>    | <b>High School- Pakistan Higher Secondary School, RAK, UAE</b>                    |

### **Professional Experience**

**Emirates Road Contracting Co., LLC**  
**Telephone Operator**  
**2006 – 2019**

- Managed incoming and outgoing calls with professionalism, providing clear communication and support to clients and colleagues.
- Maintained detailed records and logs, supporting the administrative team with accurate documentation and reporting.
- Demonstrated patience and problem-solving skills, addressing customer concerns with a calm and composed demeanor.

**Sama Al Emarat Building Maintenance**  
**Administrative Manager**  
**2019 – 2023**

- Managed and organized daily administrative tasks, including record-keeping, scheduling, and coordinating with staff to streamline operations.

- Acted as a liaison between staff and management, facilitating smooth communication and resolving issues promptly.
- Oversaw customer inquiries, ensured high-quality service, and assisted in developing strategies to enhance customer satisfaction.

<b>Languages Proficiency</b>	<b>Read</b>	<b>Write</b>	<b>Speak</b>
English	Fluent	Fluent	Fluent
Urdu	Fluent	Fluent	Fluent

### **Skills & Strength**

- Excellent knowledge of Internet Navigation.
- Very good knowledge in Microsoft Office (Access, Word, Excel, Power Point.)
- Having a fast and accurate typing speed.
- Cool & Clam attitude towards customer.
- Problem Solving.
- Written and Verbal Communication.

### **Personal Information**

Phone: 0558121572  
E-mail: saima.isa123@gmail.com  
Religion: Islam  
Date of Birth: May 12, 1982  
Nationality: Pakistani  
Marital Status: Married

I confirm that the information provided above is accurate to the best of my knowledge. I am eager to contribute my skills and experience to a progressive and dynamic organization.