



# Neveen Taneireh

Senior Assistant

## CONTACT

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Abu Dhabi, United Arab Emirates

## EDUCATION

1991 - 1993  
**Diploma Computer Programming & Information Processing**  
London City College

## IT SKILLS

Database Management	○○○○○
Document Control Systems	○○○○○
Office Equipment Operations	○○○○○
Data Entry	○○○○○
Excel Data Organization	○○○○○
Document Scanning	○○○○○
Office Software Expertise	○○○○○
Customer Relationship Management (CRM)	○○○○○
Email Correspondence	○○○○○

## CORE COMPETENCIES

Customer Service Excellence	=====
Office Management and Administration	=====
Attention to Detail	=====
Collaborative Problem Solving	=====
Data Integrity	=====
Operational Support	=====
Time Management	=====

## ABOUT ME

Dedicated and experienced administrative professional with over 25 years of experience in various roles, including senior directory assistance, medical records management, and customer support. Proficient in data processing and translation, with a strong background in enhancing client communications. Fluent in Arabic and English, with excellent organizational and problem-solving skills.

## WORK EXPERIENCE

May'98 - Oct 24 Senior Assistant  
Etisalat Information Services, Abu Dhabi, UAE

- Completed Arabic translation work for customer content, ensuring clarity and accuracy across platforms.
- Led data enrichment exercises and mobile data profiling, enhancing client information quality and user experience.
- Added, edited, and updated new free listings according to assigned business categories, improving visibility for local businesses.
- Managing departmental emails, acknowledging queries and complaints, and resolving customer issues in line with service guidelines.
- Provided online customer chat support, achieving a 100% satisfaction rate with daily reports to management.
- Executed data processing and auditing, ensuring client personal data was accurate and up-to-date.
- Scanned and archived client identification documents, maintaining confidentiality and compliance with regulations.
- Developed and implemented training materials for new team members, improving onboarding efficiency.
- Maintaining organized filing systems, both electronic and physical, to ensure easy access and retrieval of documents.
- Handling tasks related to the company's Yellow Pages product and Al Daleel services, including attending to inquiries, clarifying customer queries, and managing advertisement placements.

## CERTIFICATIONS

- Time Management, IQra, 2023
- Negotiation skills. IQra, 2023
- Executive Secretary Course, International Marketing Group, 2021 (2 months)
- Intensive Office Management Course, Real Time Training & Development Center, 2005 (2 months)
- Cambridge International Diploma in Management Higher Professional Level, 2006
- MGT-385 The Power of Now - The Science of Effective Action Training, 2019
- Business Correspondence - Memos, 2017
- Attendee - Abu Dhabi World Leadership Summit, Emirates Palace, 2005
- First Aid Course, M.O. Defense, Abu Dhabi, 1990
- Fire & Safety Practical Training, Ruwais Hospital, 1996
- Quality in Service Organization, Ruwais Hospital, 1996

## PERSONAL DETAILS

Date of Birth : 06 Dec 1970

Languages Known : English, Arabic

Nationality : Jordanian

Driving License : UAE

Aug'97  
–  
May'98

### Medical Records Clerk

AL MANARA Hospital, Abu Dhabi, UAE

#### Role:

- Managed patient responses for appointments and requests, enhancing patient satisfaction and streamlining operations.
- Translated **medical reports**, ensuring accuracy and compliance with medical terminology.
- Utilized the **Oracle program** for efficient faxing and documentation processes, reducing turnaround time.
- Assisted in maintaining patient confidentiality while managing sensitive medical information.
- Collaborated with medical staff to ensure timely and accurate information flow, contributing to patient care.
- **Ensured data accuracy** by conducting regular quality checks and implementing data validation processes, contributing to improved database reliability.
- **Collaborated with the IT team to troubleshoot database issues and optimize data entry procedures**, enhancing overall data management efficiency.

Jan'93  
– Jul'97

### Medical Records Clerk

RUWAIS Hospital (Allied Medical), Ruwais, UAE

#### Role:

- Maintained comprehensive **patient records**, ensuring the accuracy of all documentation.
- Translated reports to facilitate communication between healthcare providers and patients.
- Implemented efficient faxing processes using the **Oracle program**, enhancing operational efficiency.
- Participated in quality assurance initiatives, improving documentation practices within the department.
- Assisted in **training new staff** on medical records management protocols, fostering a collaborative work environment.

Nov'92  
–  
Jan'93

### Secretary

ADNOC Medical Services Division, Abu Dhabi, UAE

#### Role:

- Translated **medical reports** and managed administrative tasks to support medical staff effectively.
- Efficiently handled **faxing and communication** duties, ensuring timely responses to queries.
- Coordinated **scheduling for medical appointments**, optimizing resource allocation and patient flow.
- Maintained **organized** and up-to-date filing systems, improving accessibility to critical documents.

May'92  
–  
Jul'92

### Document Scanning Clerk

BARMANA Computers, Dubai, UAE

#### Role:

- Managed **data feeding, processing, and telecommunication**, supporting office operations effectively.
- Ensured accurate **data entry** and integrity of information during scanning processes.
- Assisted in the organization of physical and digital documents, improving overall workflow efficiency.