



NURHATA TULAWIE AMINUDDIN

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Address: Sharjah, UAE

Visa Status: On Husband Visa

OBJECTIVES

I am committed to be a positive driver of business goals and confident in my ability to improve company's operational performance and to acquire a position of responsibility wherein my abilities and talents will be cultivated and to be a part of progressive organization which I can contribute my knowledge and skills as well as gain an experience for the advancement of my career.

WORK EXPERIENCES

- ▶ **Al Madar Medical Center Sharjah, U.A.E**
Medical Receptionist (Radiology Department)
August, 2022 to Present

DUTIES AND RESPONSIBILITIES:

- Welcoming/Greeting patients and Visitors.
- Answering Telephone, any inquiries and provides information for available services (Ultrasound, MRI, CT and X-ray).
- Scheduling Appointments by phone, Internal, External & Marketing and keep those appointment on time.
- Registration or Arriving patients.
- Checking eligibility for Insurance patients and coordinate with insurance Team.
- Provide assistance for cash patient for discount
- Processing billing and payments using medical software.
- Keeping a clean and calm reception area
- Profiling payment, tallying the daily sales and submit to accounts.

► **Jumeira Pest Control Dubai, U.A.E**

Executive Administration

February 15, 2021 to January 20, 2022

DUTIES AND RESPONSIBILITIES:

- Provide Administrative and Clerical support to Top Management, Marketing, Finance and Operations.
- Preparing New Contract Agreement and Renewal process.
- Manages and maintains the records and filing systems.
- Create Invoice, SOA, follow up payment and ensured accounts payable.
- Data Entry for Odoo system.
- Data Entry for ISKAAN system.
- Coordinates with operational Team for service scheduling.
- Handled incoming and outgoing telephone calls.
- Manage front office reception.
- Monitor daily sales and send daily report to the Top Management.

► **BELHASA DRIVING CENTER- Jafza, U.A.E**

Floor in Charge (Customer Service)

January 25, 2006 to January 2020

DUTIES AND RESPONSIBILITIES:

- Involve management of floor tasks in such a way that it improves the speed, quality as well as the efficiency of the work that has been allocated.
- Manage the front-end operations, such as performing opening and closing operation, delegating tasks to front-end employees throughout the day and ensuring each customer or patron has an excellent experience.
- Lead and functionally supervise a team, provide guidance and direction to associates to ensure efficient floor operations, customer service, coverage and execution of visual standards.
- Get involved in performance management of associates (e.g sickness/absence, lateness, return to work etc).
- Solve and manage customer issues as they arise and refer to the senior management team when necessary.
- Perform a good customer service by provide and guide with the right information.
- Provide top level customer service by resolving disputes and filling requests.
- Responsible for full site health and safety together with environmental compliance across all area.
- Conduct safety meeting or toolbox with the third party.
- Work Permit enforcing, issuing and checking.
- Conduct portable fire extinguishers checklist monthly.

- Carryout Inspections of the branch for Walk down Report.
- Carryout Investigation for accident & Incident & Near Miss and preparing Report as per standard regulation.
- Insure the HSE board is well updated (monthly message, ERT, near hospital map etc).
- Monitor First Aid box medicine
- RTA Driving License File opening (LMV, MC, LB, HVB, HVT, LFL, HFL)
- RTA learning Permit renewal
- Assisting documentation for GATEPASS of JAFZA
- Assisting documentation for IDL International Driving License
- Driving File Transfer to other school or other Emirates.

► **Cajayon, Montemor, Tamin Law Office (Philippines)**

Record Clerk

April 1, 2003- September 18, 2004

DUTIES AND RESPONSIBILITIES:

- Filling legal documents of the client;
- Preparing documents for notarization;
- Encoding legal briefs including the affidavit of the client;
- Receiving notice for hearing;
- Making courtesy call to the client for schedule of hearing;
- Making appointment;
- Preparing documents for BOND and also documents need at the court room.

ON-THE-JOB-TRAININGS

► **Department of Education (Jolo, Sulu Philippines)**

Casual Aide (Supply Division)

February 13, 2004- March 05, 2005

► **Flight Dynamic School of Aeronautics (Cebu, Philippines)**

Administration Staff

May 28-July 28, 1998

► **Air Transportation Office (Zamboanga, Philippines)**

Finance Department Staff

November 03, 1997- February 04, 1998

EDUCATION

Zamboanga Institute of Aviation & Technology

Office Airline Management

June 1996-March 1998

CERTIFICATE

Brain Power (Centre for Training & Development)

(Dubai license # 2/563)

Customer Service

Jan.1, 2008-Jan.1, 2009

STI Computer School

Computer Programming

Microsoft Word, Excel, PowerPoint

March 2003 -March 2004

SKILLS

- Excellent ability to monitor and manage customer service experience.
- Strong verbal communication skills with demonstrated leadership ability-coach, observe and provide feedback
- Excellent attention to details
- Detail oriented and highly organized
- Proficient with office tasks, including Windows and Microsoft office
- Responsible and reliable