



📍 Dubai, UAE United Arab Emirates
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SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Responsible and motivated. Offers excellent technical abilities with software and applications, ability to handle challenging work, and excellent time management skills.

SKILLS

- Business Development
- Account Management
- Email Marketing
- Digital Marketing
- Project Management
- Content Marketing
- Client Relationship Management
- Product Promotion
- Online Marketing
- Social Media Marketing
- Market Analysis

LANGUAGES

Urdu: First Language
English: Fluent

Nabeela Ramzan

EXPERIENCE

JUNE 2021 - JULY 2023

ADMINISTRATOR EJADAH DIFC | DUBAI, UNITED ARAB EMIRATES

- Call operator, maintaining call records, follow-up the enquiries. Handling queries and complaints via phone, email and general correspondence
- Business meeting schedules
- Business Travel plan arrangements (air tickets, hotel bookings, visas)

May 2016 - April 2019

Customer Relationship Manager G4S Dubai Airport

- Developed and implemented customer loyalty programs to increase customer satisfaction.
- Generated reports on customer feedback and identified areas of improvement.
- Resolved customer complaints in a timely manner.
- Organized promotional events to attract new customers.

May 2013 - January 2016

Flight Dispatch Officer Shaheen Air International | Islamabad, Pakistan

- Monitored radio frequencies and dispatched police, fire, or other emergency services as needed.
- Coordinated with multiple agencies to ensure efficient response times.
- Maintained contact with field units to update them on changing situations and new orders from command centers.
- Prepared detailed reports regarding dispatch activities for supervisors' review.

EDUCATION AND TRAINING

February 2019

MS | Financial Mng, HR-Mng, Business Mng February 2014

Bachelor of Arts | Liberal Arts And General Studies September 2011

Intermediate In Computer Sciences June 2010

High School Diploma Beacon House School System, Islamabad,

CERTIFICATIONS

- Digital marketer certified
- Liscenced flight Dispatch Officer