Ansela Maria

Nationality: Pakistani | **Phone number:** (+971) 567368970 (Mobile) | **Email address:** ansela.gill@gmail.com | **Address:** Deira, Dubai, United Arab Emirates (Home)

ABOUT ME

I am a talented, ambitious, and hardworking individual, with broad skills and experience. I am adept at handling multiple tasks on a daily basis competently and at working well under pressure. My key strength is communication, building strong relationships with people in order to deliver the best results.

VISA STATUS

Freelancer Visa : Valid until August 2025

WORK EXPERIENCE

08/2023 – 01/2025 Dubai

ADMINISTRATOR GREAT TRUST BEARING TRD .L L C

- Managing Office Supplies: Keeping track of inventory and ordering supplies as needed.
- Scheduling Appointments: Organizing meetings and appointments for team members.
- Answering Phone Calls: Responding to inquiries and directing calls to the appropriate department.
- Data Entry: Inputting and maintaining accurate records in company databases.
- Filing and Organizing Documents: Keeping physical and digital files organized for easy access.

04/2021 – 04/2023 Ajman, United Arab Emirates

CUSTOMER SERVICE REPRESENTATIVE THUMBAY GROUP

- Identify and assess customers needs to achieve satisfaction, provide accurate valid and complete information by using the right methods/tools.
- Build sustainable relationships and trust with customer accounts through open and interactive communication, take the extra mile to engage customers.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution, manage large amounts of incoming phone calls.

04/2019 – 05/2020 Dubai, United Arab Emirates

RECEPTIONIST CUM ADMINISTRATOR SAWA (GALADARI)

- Organize and schedule appointments, plan meetings and take detailed minutes.
- Update and maintain office policies and procedures, develop and maintain a filing system.
- Assist in the preparation of regularly scheduled reports, order office supplies and research new deals and suppliers.
- Liaise with executive and senior administrative assistants to handle requests and queries from senior managers.

03/2017 – 03/2019 United Arab Emirates

CUSTOMER SERVICE REPRESENTATIVE INNOVATE IDEAS (ETISALAT)

- Makes outgoing customer calls or cold calls in order to sell products and services, answers questions about product specifications and pricing.
- Maintains a list of potential leads and follows up with those customers by making subsequent sales pitches, explains product pricing and negotiates bulk or package pricing.
- Accurately and efficiently enters customer information into company databases for mailing and billing purposes

2014 – 2016 Pakistan

ADMINISTRATOR NATIONAL INSTITUTE OF MANAGEMENT AND COMPUTER SCIENCE

- Assists office staff in maintaining files and databases
- Prepares reports, presentations, memorandums, proposals and correspondence
- Monitors office operations, tracks office supply inventory and approves supply orders
- Supervises all administrative personnel.

DIGITAL SKILLS

Internet E-mail and Social Media | Microsoft Office: Microsoft Word, Microsoft Excel, Mocrosoft PowerPoint

EDUCATION

Bachelors of Business Administration (Hons) in HRM

Virtual University of Pakistan

Certified Nursing Assistant

Strong Point institute Dubai

ORGANISATIONAL SKILLS

Key Skills

- Strategic planning.
- Attention to detail.
- Teamwork
- Self-motivation
- Time management