

Zaheera Kandan Kudukka

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| Indian | Jeddah, Saudi Arabia

PROFESSIONAL SUMMARY

Self-motivated and result driven professional with 7+ years of experience gained within diversified industries in KSA. Holds excellent competencies in administration, customer support, operational and management skills. Aspiring to contribute and work actively within a growth-oriented organization where my gained knowledge and experience can be shared and enriched.

SKILLS

- Powerful negotiator
- Motivated team player
- Customer-oriented
- Team leadership
- Conflict resolution
- Communication skills
- Extremely organized
- Flexible attitude towards work
- Desirable SEO Knowledge
- Proficient in MS Office
- Multilingual in English, Hindi, Arabic
- Excellent time management skills

WORK HISTORY

Operational Lead - Remote
eDental Portal | Dubai, U.A.E

From 10/2020

- Provide general administrative support to the Admin department, scheduling appointments, and organizing meetings.
- Maintain and update financial records, expense reports, filing invoices
- Accurately input Data into Database
- Maintaining proper filing and documentation
- Work collaboratively as part of a team and provide the guidance for the effective functioning.
- Handling cash and credit transactions
- Promptly respond to prospective customers, registered customers, subscribed customers, colleagues emails and across social media collaterals using MS outlook, WhatsApp, social media Messengers etc.
- Provide guidance to active and prospective customers on using eDental products and services
- Create engaging content across social media platforms based on requirements provided.
- Contribute to the smooth running of the platform by verifying and escalating key issues to technical team
- Regular, daily follow up of with customers
- Undertake appropriate administration tasks
- Undertake any necessary training and/or development
- Any other duties commensurate with the grade of the post deemed reasonable as directed by the supervisors

Claims Inputter
Bupa Middle East | Jeddah, Saudi Arabia

From 12/2010 till 12/2013

- Entering mass number of claims into the company's data base accurately.
- Calculation of the claims amount as per the policy before entering into the database.

Secretary

10/2008 to 05/2009

Al Wadi International School | Jeddah, Saudi Arabia

- Perform appropriate administration task for the smooth functioning of the department.
- Completion of all commensurate with the grade of the post deemed reasonable as directed by the supervisor.
- Provide assistance to the supervisor to manage the team of teachers effectively
- Provide timely information to all the team member for the timely achievement of the set target.

Admin Assistant

06/2006 to 08/2008

Al Wurood International School | Jeddah, Saudi Arabia

- Timely completion of typing Question papers for exams of classes I to X.
- Providing necessary assistance to Administrative and admission duties
- Maintaining of proper filing and documentation.
- Entering all the students info in the school Database
- Handling of petty cash.

EDUCATION

MBA | Retail Marketing and Finance – 7.8 GPA
Amity University, India

2022

Bachelor of Commerce (B.Com) | Computer Application – 7.6 GPA
Calicut University - AW College, India

2006

ABILITIES

- Excellent organizational skills
- Excellent verbal communication skills in English including questioning, trouble shooting and listening skills.
- Excellent written communication skills in English to provide accurate, valid and complete information while having the ability to deal with a wide range of people.
- Impeccable attention to detail and keenness to produce high standard of work
- Knowledge of Microsoft Outlook, Microsoft Excel, Microsoft Word
- Ability to prioritize and organize own work
- Good documentation skills
- Basic trouble-shooting and problem-solving skills
- Negotiation skills
- Flexible attitude towards work
- Discipline and regard for confidentiality and security at all times
- Willingness to undertake any necessary training for the role