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**AGLA MOHAMED SALIM**

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**Dubai, UAE.**

**PROFFESSIONAL PROFILE**

I am an enthusiastic and dedicated professional with extensive experience in travel industry, front office, administration, sales and customer service.

**OBJECTIVE**

I am now looking to progress into a position by creating a friendly public relation in regard to my career and expertise. I am therefore keen to find a new and suitably challenging role within a market-leading organization.

**CAREER SUMMARY**

**UNEECO PAPER PRODUCTS LIMITED- FRONT OFFICE EXECUTIVE Jun 2012 -30 Sep 2014**

• Accommodate visitors, clients and job candidates
• Operate switchboard and direct potential clients to relevant departments
• Control distribution of conference call numbers
• Coordinate conference room bookings and appointments
• Record, file and track all outgoing and incoming courier and sort mail
• Manage all matters pertaining to reception/office appearance and utilities
• Cooperate with Office Manager on local facility
• Maintain database of suppliers and service providers
• Procure office furniture and supplies

• Maintain inventory of office stationery
• Assist Office Manager with office fit out requirements
• Prepare petty cash records and cash count on a monthly basis, and send information to Finance Department by the end of the month

 • Assist with administrative tasks and provide research and administrative support to all departments and individuals, where necessary
 • Ad hoc duties as required and directed by admin manager

  Reports any unusual occurrences or requests to the manager or assistant manager.

 Knows all safety and emergency procedures, Is aware of accident prevention policies.

 Maintains the cleanliness and neatness of the front desk area.

  Manages travel services for all colleagues and organizing meetings and conferences.

**NANO MEDICAL – RECEPTIONIST/OFFICE ASSISTANT/HOSTESS APR-MAY 2012**

* Ensure the office is clean at all times by cleaning the lobby area and the offices within.
* Meet and greet service for all the people entering the office and sometimes offer beverages and soft drinks to guests.
* Keeping inventory of products used in the spa and updating the system on a daily basis.
* Receiving orders from spa and attending to them as fast as possible.
* Placing orders to suppliers of spa products via telephone or email.
* Controlling incoming and outgoing telephone, transfer telephones to desired seniors.
* In-charge of office kitchen equipments and beverages or drinks purchase.
* Coordinating with the staff from the spa to enquire on products usage, product requisition, services needed and equipment requisition so as to make the purchase order to the suppliers.
* Correspondence on emails regarding customer complaints, staff follow up, product quotation.
* Prepare documents using Ms Office for the seniors and chairman.

**SUFIYAN TRAVEL AGENCY – TRAVEL CONSULTANT JUN-DEC 2008**

* Liaising with clients in person, over the phone or via email to discuss their travel requirements.
* Advising clients on suitable options for domestic or international destinations, tours, accommodation, transport, insurance and fares.
* Preparing customized itineraries to suit the clients’ preferences and budget.
* Making and confirming bookings, often via a Global Distribution System (computerized central reservation system).
* Issuing tickets or relevant documents.
* Providing up to date advice on travel regulations including visa and medical requirements, baggage limits, safety and local customs.
* Modifying existing bookings to suit a change in clients’ circumstances.
* Researching destinations and keeping up to date with travel industry news.
* Ongoing training with other team members and management.

**COAST BATTERY DISTRIBUTORS - SALES REPRESENTATIVE OCT 2004-SEP 2007**

* Selling Eveready and Zain products.
* Keeping and preparing records of cash sales, invoices, petty cash vouchers, sales summary.
* Handling cash money and submitting the daily sales cash to the cashier.
* Keeping stock records and updating the accountant for reconciliation.
* Receiving orders via phone calls and attending to them as soon as possible.
* Handling all incoming call courteously and attend any compliments, complaints, requisition, inquiry of customers.

**INDUSTRIAL ATTACHMENT**

FRIENDLY TRAVEL AND TOURS – TRAVEL CONSULTANT MAR-JUL 2003

A six month of training and experience in the travel industry as a consultant and attained a recommendation for my hard work, diligence, trustworthy and the ability to learn fast.

**EDUCATION AND QUALIFICATION**

* World air fares and ticketing certificate.
* Galileo reservation package certificate.
* Microsoft office professional certificate.
* Kenya certificate of secondary education.

**KEY IT SKILLS**

* Galileo reservation system.
* Ms Word, Ms Excel, Ms PowerPoint, Ms Access.

**ADDITIONAL SKILLS**

* Amadeus reservation system
* Excellent interpersonal and communication skills

**PERSONAL DETAILS**

**Date of Birth**: 16th may 1984

**Nationality**: Kenyan

**Marital status**: Married.

**Language**: English, Swahili.

Basic Arabic spoken.

**Health**: Excellent; non-smoker.

**Visa Status:** Residence (spouse)

**INTERESTS AND ACTIVITIES**

**Currently include**: making friends, reading, cooking and traveling.

**REFFERENCES AVAILABLE UPON REQUEST.**