

KHADIJA RIAZ

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SUMMARY

Analytical and detail-oriented professional with experience as an Receptionist and Business Development Executive, seeking a challenging role in which I can leverage my expertise in research, problem-solving, and client- focused solutions to drive organizational success and foster impactful outcomes."

WORK EXPERIENCE

Receptionist: Royal Rehabilitation Center (2 Year)

- Managed front desk operations, ensuring a warm and welcoming atmosphere for clients & visitors.
- Maintained and up-to-date records, data basis and filling system
- Provided exceptional customer service, responding to inquiries, resolving issues.
- Proficiently used Microsoft Office Suite (Word, Excel, Outlook, powerpoint)
- Developed and maintained positive working relationships with staff, clients, and External partners.

Educational Counselor: Aspire Group of Colleges (1 years)

- Evaluate students' academic abilities and strengths to provide guidance on educational&Career.
- Strong listening and verbal communication skills to effectively guide students.
- Handle students inquiries and assist in planning and choosing right courses and also do help the students to set and achieve career goals.

Buisness Development Executive: The way Academy Sharjah (1 Year)

- Build and maintain relationships with client's and stakeholders to generate new business leads and close deals.
- Drive business expansion through strategic planning, market analysis, and opportunity identification.
- Consistently deliver revenue growth through effective sales strategies, negotiation, and account management.

EDUCATION

- 1) Bachelor's in Psychology from Virtual University of Pakistan (4 Year)
- 2) Diploma in Computer Applications
- 3) International Diploma in Speech and Language Therapy

SKILLS

Customer Support: Handling inquiries via phone, email, and chat, ensuring quick resolution of issues

Administrative Skills: Data entry, maintaining records, processing orders, preparing reports

Multitasking: Able to handle multiple customer inquiries and administrative tasks simultaneously

Communication: Clear, professional communication both written and verbal Complaint Resolution:

Skilled in resolving customer complaints, ensuring customer retention

Microsoft Office: Word, Excel, Outlook, and PowerPoint proficiency.

Time Management

Visa Status

Sponsor Visa for 2 years with NOC

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge and belief.
