

PERSONAL INFORMATION:

Nationality: Emirati	Date and Place of Birth: 4June1990, Ras Al Khaimah
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EDUCATION:

2010	Business IT (Higher Diploma) HCT- Ras Al Khaimah Women’s college GPA 3.17/4
2007 – 2008	Al Hudaiba High School (Average 87.8%)

SKILLS:

Language Skills: Arabic and English

Technology Skills: Keyboarding: Arabic: 40 wpm English: 50 wpm

IT Skills:

- Expert in Operating Systems: Windows2000, WindowsXP ,Windows Vista
- Creating webpages by using Dreamweaver and visual basic
- Peachtree Accounting Software
- Expert in Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft OutlookExpress

Business skills:

- Excellent Mathematics skills
- Developed professional PowerPoint presentations
- Participated in professional team meetings
- Wrote professional e-mails
- Time Management: Tracked weekly work schedule
- Created analysis: (SWOT analysis)
- Communication skills: writing professional email in, Customer Service such as listening, complaint handling and helpfulness.
- Flexible: support customers during normal hours and after hours such as evenings and weekends

CERTIFICATES:

- IELTS (Band 6.00) 2010

CONFERENCE:

- IT conference (Dubai Women’s College,2011)

REFERENCES:

Mr. Wayne Bauche, Lead faculty – Academic coordinator, RKWC.	Email: Webauch@hct.ac.ae
Ms. Natalie Konzen, English Faculty,RKWC.	Email: nkonzen@hct.ac.ae

