



# AFSANA HELEN

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Dubai, UAE

## SKILLS

- MS Excel
- MS Word
- MS PowerPoint
- MS Outlook
- MS Access
- C, C++ and C # Coding
- HTML, SQL
- Adobe Photoshop
- Wilcom (Designing)

## LANGUAGES

- English  
Fluent
- Arabic  
Good working  
Knowledge
- Hindi  
Fluent
- Bengali  
Mother Tongue

## ➤ EDUCATION

### **BACHELOR OF INFORMATION TECHNOLOGY**

*From Al Dar University, Dubai - ( 2016 - 2021 )*

### **AS LEVEL**

*From Westminster School, Dubai - ( 2015 - 2016 )*

### **O-LEVEL**

*From Al Sadiq School, Dubai - ( 2013 - 2015 )*

## ➤ WORK EXPERIENCES

### **Administrative & Social Media Representative at Photon Technologies, Dubai**

- Documentation from storing, organizing and managing files of monitoring to report by using Microsoft Office, scheduling meetings and travel, working with external vendors, interacting with visitors
- Created new system for receiving and filing physical mail and fax documents that improved efficiency and eliminated delays in time-sensitive issues.
- Used Photoshop to create compelling visualizations that regularly had engagement in excess of likes, comments, and share
- Compose and proofread memos, letters, reports, and presentations, providing accurate, concise, and error-free communication
- Designed and executed global social media strategy across followers on LinkedIn, Instagram, and Facebook
- Worked closely with the content marketing manager to represent the voice of the customer to generate new post ideas and amplify those posts on social media
- Plan, coordinate, and finalize details for travel arrangements and business development events.
- Conducting interviews provide training to new staff. Performing in-person and phone interviews with candidates to identify ideal staff for the company.
- Responding to complaints from customers.
- Serve as primary point of contact for an average of 30 incoming phone calls per day, addressing inquiries and resolving concerns.
- Communicate with clients and maintaining positive relationships and high client satisfaction

## INTERESTS



Badminton



Travelling



Photography



Video Making



Painting

### **Customer Service Representative at Jacobsons Direct Marketing, Dubai.**

- Discussed account details with customers and recommended products and services to them based on listening to their needs and interests.
- Achieved high call quality scores each week, based on each customer's level of satisfaction
- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services
- Trained two new employees in how to use Kayako, entering customer data and organizing customer interaction logs
- Cold customers people using a given phone directory to sell products or services.
- Answering incoming calls from prospective customers.
- Using scripts to provide information about product's features, prices etc. and present their benefits.
- Influences customers to buy services and merchandise by following a prepared sales talk to give service and product information and price quotations.

### **Research Associate Internship at National Chung Cheng University, Taiwan.**

- Carries out research within the scope of the established study protocol for implementation of new procedures and innovations in the field
- Develops collaborative relationships with other researchers, program administrators, and policymakers to provide relevant and timely research Design and development of a website based on the needs of the organization.
- Perform certain standard of software engineering and computer programming needed to understand user interface to translate language from Chinese to Arabic and add products.
- Products research identify companies involved in contribute to the Sustainable Development Goals (SDGs).
- Directing and producing a video clip to show case the ad campaign for bamboo products.
- Monitors study project's advancement and coordinates knowledge between departments
- Assisted with facilitating public information and analyzing information to ensure it was directed to the appropriate person.
- Provided ready access to all data for faculty researchers
- Answered questions from departments requiring independent judgment to secure materials that addressed problems



### **PROFESSIONAL SKILLS**

- Communication skills; Proficient in discussing and presenting in large group.
- Fast learner and problem solving Quality. Good all - round intelligence.
- Ability to work autonomously and under Pressure.
- Comfortable performing a variety of roles, including payroll support, front desk reception and organizational point of contact.