

AMIRA NASSER ALGARGAWI

Dubai, UAE | Phone: +971 54 579 7090 | Email: Amira.algarjawi@live.com

Nationality: Palestinian (Spouse of an Emirati Citizen)

PROFESSIONAL PROFILE

Dedicated and detail-oriented professional with extensive experience in customer service, data entry, and administration within the healthcare and government service sectors. Proven ability to manage high-pressure environments, train team members, and ensure data accuracy in systems like EIDA and immigration portals. Fluent in Arabic and English, seeking to add value to a growing organization.

WORK EXPERIENCE

Tas'heel, Dubai, UAE

- Lounge Supervisor & Trainer

Supervised lounge operations to ensure high levels of customer satisfaction and efficient service delivery.

Conducted training for staff members on operational procedures and service excellence.

Amer Express, Dubai, UAE

- System Trainer (Data Entry & Immigration - EIDA)
- Specialized in EIDA (Emirates ID) and immigration system training.
Trained employees on accurate data entry protocols and immigration portal navigation.
Ensured compliance with UAE government regulations for documentation.

ALBARAHA Hospital (Private Sector), Dubai, UAE

- Customer Service & Data Entry Specialist (Emirates ID & Immigration Section)

Managed front-end customer inquiries and provided detailed information regarding services.

Executed precise data entry for Emirates ID and immigration applications.

Handled document scanning, filing, and database management.

EDUCATION

- Diploma in Hospitals Management | Tamkeen Training Center (2025)
 - Diploma in Family Sciences | School of Art, Fujairah University (2020 – 2024)
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SKILLS

- Systems: Emirates ID System (EIDA), Immigration Portals, Tas'heel Systems.
 - Technical: MS Office Suite (Expert), Adobe Photoshop, Fast Typing (English & Arabic).
 - Administrative: Data Entry, Document Archiving, Database Management, Secretarial Skills.
 - Soft Skills: Multi-cultural Teamwork, Leadership, Conflict Resolution, Detail-Oriented.
 - Languages: Arabic (Native/Fluent), English (Very Good).
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CERTIFICATES

- ICDL (International Computer Driving License).
- Arabic & English Typing Certification.
- Secretarial Skills Certificate.
- Business Office Procedures Certificate.
- College of Arts, Social Sciences and Humanities Certificate.
- Hospitals Management.