



RUBAINA JAFRI

EXPERIENCED PROFESSIONAL

DUBAI, United Arab Emirates

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rubainajafri5@gmail.com

ABOUT ME

Skilled professional offering 6+ years of progressive experience in human resources and hospitality. Hardworking, decision-maker and problem solver. Communicates clearly and effectively while operating with a strong sense of urgency and open mindedness. Specialised in customer handling services, interaction, will to learn and work punctuality, quick decision-maker, creative & open-minded, hardworking with a positive attitude. Good grooming standards.

SKILLS

SIX SIGMA TRAINING FOR WHITE, YELLOW, GREEN AND BLACK BELT

LEARNING & DEVELOPMENT (HR)

PROJECT MANAGEMENT

CHANGE MANAGEMENT

COMPLETE MS EXCEL MASTERY BEGINNER TO PRO

GOOGLE OFFICE: SUITE, DOCS, SHEETS & SLIDES

DATA ANALYSIS

EDITING MASTERY

DESIGN THINKING

POWERFUL SPEAKING

THE SECRETS OF BODY LANGUAGE

SPANISH LANGUAGE CONVERSATIONAL BASICS

PAPER CRAFTING

GROOMING & TRAINING AT MS INDIA CURVY 2019

LANGUAGES

ENGLISH

HINDI

BENGALI

URDU

PERSONAL DETAILS

Date of birth
05 Sep 1990

Nationality
INDIAN

Marital status
Married

WORK EXPERIENCE

AIRBNB
Gurgaon
Jan 2018 - Jan 2021

Training Project Manager

- Planning Training Team Project.
- Creating a schedule and timeline.
- Creation and maintenance of databases on Excel, Google docs, Powerpoint etc.
- Supporting Trainers as a producer of the training team with observations and documentations.
- Executing each phase, managing budget, serving as a liaison between stakeholders, aligning interviews (virtual/non virtual) to troubleshoot with IT Team and maintenance.
- Trained on Nova, Asana and Float softwares.

EUI LIMITED
Gurgaon
Jan 2017 - Mar 2018

Customer Care Representative

- Assisting UK customers for car Insurance.
- Listening to requests, managing policies, estimating costs, verifying insurance, conduction inspections and test driving cars.
- Supported as a Mentor for new joinees and aligned team.

BRITISH AIRWAYS
Delhi
Sep 2015 - Sep 2016

Service Advisor

- Assisted UK, US, and Middle Eastern travel agents and customers by explaining and advising on airline policies.
- Coordinated and managed bookings for VIP passengers and their assistants, ensuring high levels of service and efficiency.
- Proactively identified opportunities to cross-sell and upsell auxiliary products (e.g., baggage, upgrades, travel insurance) to increase revenue.
- Trained and proficient in using multiple GDS platforms, including Pegasus and Amadeus, to manage bookings and coordinate travel plans.
- Ensured correct issuance and reporting of revenue documents in the Back Office System, facilitating accurate invoicing by the Sales and Revenue Accounts Department or Lodged Card Operator.

RAINMAKER PNC
Kolkata
Oct 2012 - Jul 2014

HR Coordinator

- Engage with clients and candidates to clearly communicate expectations, goals, and timelines for interviews, events, or campaigns. Ensure alignment between client objectives and candidate readiness throughout the process.
- Work closely with clients, candidates, finance teams, and other stakeholders to manage and allocate funds effectively for interviews, events, and campaigns. Monitor budget performance and ensure adherence to financial goals.
- Delegate tasks to appropriate team members, ensuring that each member is aligned with their responsibilities and deadlines.
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CAREER HIATUS
Dubai
Jan 2024 - Present

Took a planned career hiatus to focus on marriage, maternity and early care of my child. During this time, I successfully managed a busy household and honed key transferable skills such as time management, multitasking, and effective communication. I remained committed to my professional development by contributing to the family business. Now I am ready to return to the workforce with a renewed focus on my career.

EDUCATION

AMRIT ACADEMY
Delhi
2007

Secondary School Examination in Humanities

SUDHIR MEMORIAL INSTITUTE
Kolkata
2009

Higher Secondary School in Arts

CALCUTTA UNIVERSITY
Kolkata
2012

Bachelors of Arts in English Literature

MAHATMA GANDHI UNIVERSITY
Delhi
2014

Masters of Arts in English Literature

SYMBIOSIS INSTITUTE OF DISTANCE LEARNING
Pune
2015

Human Resource Management Diploma

BRITISH ORCHARD NURSERY
Dubai
2023

Cache level 2

NCFE CACHE LEVEL 2 CERTIFICATE IN INTRODUCING CARING FOR CHILDREN AND YOUNG PEOPLE

The CACHE Level 2 Certificate in Introducing Caring for Children and Young People prepares learners who have no recent or little experience in working in an early years childcare setting to prepare them for future learning and training as well as providing practical skills.