

FATHIMATH SADEEDA

OPERATION EXECUTIVE

+971 502562759 | fathimah.sadee@gmail.com | Al Rashidiya, Dubai, UAE | www.linkedin.com/in/fathimathsadeeda

PROFESSIONAL SUMMARY

Detail-oriented and results-driven Operations Executive with over 2.5 years of experience in operations management, customer service, and business process coordination. Adept at streamlining workflows, improving operational efficiency, and supporting cross-functional teams to achieve organizational goals. Skilled in handling day-to-day business operations, inventory and logistics management, and process documentation. Strong communication and problem-solving abilities, with a commitment to delivering high-quality service and driving continuous improvement. Currently seeking a challenging role in operations where I can contribute to organizational success through strategic planning and efficient execution.

WORK EXPERIENCE

Process Associate

Canadian SME Business Magazine | Dec 2024 – Feb 2025

- Supported daily operations for editorial and business development teams, ensuring timely delivery of magazine content and digital publications.
- Coordinated communication with Canadian SMEs to gather business insights, case studies, and success stories for publication.
- Managed all incoming and outgoing emails, prioritizing and responding to inquiries in a timely and professional manner.
- Coordinated and managed meeting schedules, including setting up meetings, handling logistics, and efficiently rescheduling or canceling appointments as needed.
- Maintained accuracy in CRM systems by updating subscriber information, leads, and client engagement records.

Subhey International Pvt. Ltd, Kasaragod, India

Operation Executive | Dec 2022 - Jul 2024

- Oversaw end-to-end e-commerce operations, ensuring smooth order processing and enhanced customer experience.
- Coordinated with vendors, suppliers, and logistics partners to streamline procurement and timely deliveries.
- Monitored stock levels and managed inventory replenishment to prevent shortages or overstocking.
- Oversaw daily operational activities to ensure smooth and efficient business processes.
- Addressed employee queries related to HR policies and payroll.

Customer Service Executive | Jun 2022- Nov 2022

- Provided multi-channel customer support through phone, email, and live chat, ensuring prompt and courteous service.
- Resolved customer complaints and technical issues efficiently, enhancing satisfaction and retention.
- Assisted customers with product inquiries and purchasing decisions, delivering a smooth buying experience.
- Conducted follow-ups on unresolved concerns to guarantee complete issue resolution.
- Contributed to the development of service procedures and played a key role in onboarding and training new team members.
- Accurately documented customer interactions and service details to support quality assurance and process improvement.

SKILLS

- Call Handling & Email Support
- Customer Relationship Management (CRM)
- Problem Solving & Conflict Resolution
- Call Handling & Email Support
- Process Optimization
- HR Policy Implementation
- Empathy and Patience
- Time Management
- HR Operations Recruitment & Onboarding
- Communication Skills
- English language proficiency
- Attention to Detail
- Customer Retention Strategies
- Performance Tracking Assistance
- Product & Service Knowledge
- Complaint Handling & Resolution
- Team Collaboration
- Adaptability & Flexibility
- Microsoft Office Suite: (MS Excel, MS Word, MS PowerPoint, Outlook)
- Email Management

EDUCATION

Bachelor of Business Administration

Sa-adiya Arts and Science College, Koliyadukkam, Kannur University | 2019 - 2022

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil