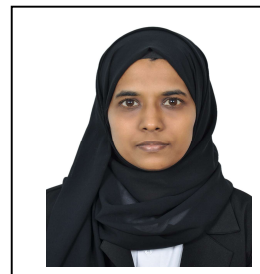


RANA FATHIMA SALAM

Billing Executive / Administrative Assistant
Email : ranafathima16@gmail.com
Phone : +971 505041290
Location : SHARJAH, UAE



CAREER OBJECTIVE

Dedicated and adaptable professional transitioning into the healthcare service sector. With a background in customer support, sales coordination, and technical assistance, I bring strong skills in billing, documentation, data entry, and client communication. I am eager to apply these transferable skills in a hospital environment as a Billing Executive / Patient Services Coordinator / Administrative Assistant, while building a long-term career in healthcare services.

PROFESSIONAL EXPERIENCE

CMETS Energy Solutions LLC - Abu Dhabi, U.A.E **Sales Coordinator (2024 – 2025)**

- Supports Sales & Operations Activities for Flow Controls Division.
- Resolve internal and external technical support requests or issues related to product selection, application, specification etc.
- Prepare & Provide quotations/proposals/presentations/conduct product launches on all the assigned products.
- Commercial processes for quotation, receipt of order entry, shipment and delivery of order, and resolution of return requests and quality issues.
- Listen, understand, and convey customer requirements.
- Inspection of goods before delivery to customers, Coordinate with accounts department for payment follow up.
- Implementation of Orders, Logistic Activities.

Avodha Skills Training Platform Kerala, INDIA **Tele Sales Executive (2023 – 2024)**

- Promoted online courses by contacting potential students via phone and email.
- Explained course details, benefits, and career outcomes to prospective learners.
- Converted leads into enrolments and consistently achieved sales targets.
- Maintained accurate records of leads, calls, and enrollments in CRM.
- Provided customer support and follow-ups to ensure student satisfaction.
- Coordinated with academic teams for smooth student onboarding.

Nesote Technologies Pvt Ltd Kerala, INDIA **Software Technical Executive (2012 - 2013)**

- Assist in technical and sales related issues.

- Setting up accounts and providing access to computer software.
- Providing training on how to use new software.
- Provide customer-oriented service at all times relating to specific software issues.

EDUCATION

- Diploma in **Computer Application** Scoble Kerala (2024)
- Certificate in **Word Processing and Typing** Kerala Government Technical Education (2024)
- Bachelor of technology in **Applied Electronics And Instrumentation** SaintGits College Of Engineering, Kerala, India (2012)

ACHIEVEMENTS

- Committee head (Quiz) of **Sferics 11**, the national level technical symposium conducted by AEI Department of the college.
- Active membership in **ISA**(International Society of Automation).
- Merit award from **Moulana Azad Education** (Ministry of minority affairs, Govt. of India)

TRAINING UNDERGONE

- Undergone 6 days training program in **Embedded Technology** from **KELTRON IT EDUCATION CENTRE**, Thiruvananthapuram (2011)
- Five days training about **PLC and DCS Systems** organized by **YOKOGAWA** Private Limited (2011)

SKILLS

Organizational Skills | Teamwork | Adaptability | Problem Solving | Creativity | Detail Oriented | Observation | Patience | Communication | Leadership | Positive Attitude |Customer Service| Time Management | MS Office | ERP Software | MS Excel| Google Workspace Tools