

NEVEEN TANEIREH

SUMMARY

Dedicated and experienced administrative professional with over 25 years of experience in various roles, including senior directory assistance, medical records management, and customer support. Proficient in data processing and translation, with a strong background in enhancing client communications. Fluent in Arabic and English, with excellent organizational and problem-solving skills.



EXPERIENCE

Senior Assistant, 05/1998 - 10/1998

Etisalat Information Services - Abu Dhabi, UAE

- Completed Arabic translation work for customer content, ensuring clarity and accuracy across platforms.
- Led data enrichment exercises and mobile data profiling, enhancing client information quality and user experience.
- Managing departmental emails, acknowledging queries and complaints, and resolving customer issues in line with service guidelines.
- Provided online customer chat support, achieving a 100% satisfaction rate with daily reports to management and telecommunication.
- Ensured accuracy and currency of client personal data through data processing, feeding, Profiling, scanning and auditing.
- Developed and implemented training materials for new team members, improving onboarding efficiency.
- Handling tasks related to the company's Yellow Pages product and Al Daleel services, including attending to enquiries, clarifying customer queries, and managing advertisement placements.
- Assisted in the organisation of physical and digital documents, improving overall workflow efficiency.

Medical Records Clerk, 01/1993 - 07/1997

RUWAIS Hospital (Allied Medical) - Ruwais, UAE

- Maintained comprehensive patient records, ensuring the accuracy of all documentation.
- Implemented efficient faxing processes using the Oracle programme, enhancing operational efficiency.
- Participated in quality assurance initiatives, improving documentation practices within the department.
- Utilised the Oracle programme for efficient faxing and documentation processes, reducing turnaround time.
- Managed patient responses for appointments and requests, enhancing patient satisfaction and streamlining operations.

CONTACT

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SKILLS

- Database Management
- Document Control Systems
- Office Equipment Operation
- Data entry
- Excel Data Organisation
- Document Scanning
- Office Software Expertise
- Customer Relationship Management (CRM)
- Email Correspondence
- Customer Service
- Attention to detail
- Data Integrity
- Time management
- Self-directed
- Database maintenance
- Compliance monitoring

Secretary, 11/1992 – 01/1993

ADNOC Medical Services Division - Abu Dhabi, UAE

- Translated medical reports and managed administrative tasks to support medical staff effectively.
 - Efficiently handled faxing and communication duties, ensuring timely responses to queries.
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CERTIFICATIONS

- Customer Service and Comprehensive Government Transactions, Afaq Al Salam Training Center, 2025
 - Time Management, IQra, 2023
 - Intensive Office Management Course, Real Time Training & Development Center, 2005, 2 months
 - Cambridge International Diploma in Management Higher Professional Level, 2006
 - MGT-385 The Power of Now - The Science of Effective Action Training, 2019
 - Business Correspondence - Memos, 2017
 - Attendee - Abu Dhabi World Leadership Summit, Emirates Palace, 2005
 - Fire & Safety Practical Training, Ruwais Hospital, 1996
 - Quality in Service Organization, Ruwais Hospital, 1996
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EDUCATION

Diploma, Computer Programming & Information Processing, 01/1993
London City College

LANGUAGES

English:	B2	Arabic:	C1
			
Upper Intermediate		Advanced	

HOBBIES AND INTERESTS

- Reading
 - Enrolled in a class
 - walking and swimming Exercise
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REFERENCES

- Laila Mohammad Al Khoori, Abu Dhabi Police, 050 4148878
 - Beena Augustine Raj, Marketing Manager, Etisalat Service Holding, 050 2521553
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DRIVING LICENCE

UAE Driving Licence