



SHAHERA BANO SALAUDDIN SHAIKH

Document Controller Officer

CONTACT

+971-585695525

shahera7867@gmail.com

LANGUAGES

Fluent in English, Hindi, Marathi, Urdu

SKILLS

- Problem Solving
- Multitasking
- Active listening
- Attention to Details
- Empathy & Patience
- Good Communication Skills
- Microsoft Office (Word, Excel etc.)
- Quick learner with a positive attitude

PROFILE

Detail-oriented and reliable Document Controller with over one year of experience managing official document attestation processes at the Indian Consulate Attestation Center in Dubai. Proven expertise in verifying, organizing, and submitting sensitive documents in compliance with consular regulations and UAE legal standards. Adept at maintaining accurate filing systems, handling confidential information, and providing excellent customer service in a fast-paced, multicultural environment. Holds a valid freelance visa in the UAE and skilled in administrative coordination, and client communication. Committed to ensuring efficiency, accuracy, and professionalism in all administrative and document control tasks.

WORK EXPERIENCE

SG IVS GLOBAL DOCUMENT CLEARING LLC (Attestation Center of the Consulate General of India, Dubai & Embassy of India, Abu Dhabi) - UAE

Customer Service cum Document Submission Officer 2023 – till

- Delivered high-quality support to a diverse range of customers, ensuring client satisfaction.
- Managed difficult or escalated customer situations with empathy, patience, and effective problem-solving.
- Ensured all submitted documents met compliance standards prior to passing them to the Vice Consul for review or decision.
- Handled large volumes of applicant interactions daily while maintaining professionalism, accuracy, and efficiency.

INTERESTS

- Travel and Cultural exploration
- Language Learning

PERSONAL INFORMATION

- Religion – Muslim
- Nationality – Indian
- DOB – 18.02.2000
- Height – 5.4ft
- Marital Status – Married as per Sharia law
- Visa Status – Freelance Visa (Valid)
- Location – Sharjah - UAE
- Availability – Available upon request

- Delivered detailed information to clients regarding application types, documentation, and consular policies.

City Center Hypermarket Abu Shagarah, Sharjah - UAE

Customer Service cum Cashier 2020-2023

- Maintained a positive and helpful attitude in a fast-paced environment, enhancing the overall customer experience.
- Handled customer feedback effectively and escalated unresolved issues to supervisors when necessary.
- Built strong relationships with repeat customers through friendly interactions and personalized service.
- Collaborated closely with team members to meet daily sales goals and maintain a clean, organized work environment.
- Trained new staff on POS systems, customer service standards, and cashier procedures.
- Maintained a professional appearance and upheld company brand standards at all times.

Raymond Clothing, Inorbit mall, Navi Mumbai - India

Sales 2019-2020

- Consistently met or exceeded monthly and quarterly sales targets, contributing to overall team revenue goals.
- Closed high-value deals through strategic negotiation and deep understanding of client needs.
- Conducted cold calls, follow-ups, and product demonstrations, converting prospects into loyal customers.
- Built and maintained strong customer relationships, resulting in increased repeat business and client referrals.
- Provided personalized product recommendations, enhancing the overall customer experience and boosting conversion rates.

EDUCATION

- Pursuing Bachelor of Business Administration in HR
- Commerce (Higher Secondary School Certificate, UP Board) 2020

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- Secondary School Certificate, Maharashtra Board 2018