

Rukhsar Zaman

British national

Dubai

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Work Experience

Immigration specialist

Premier petersfield consultancy - Dubai

February 2022 to Present

Assist with all investment based programs as an immigration specialist.

Events manager

Seven cafe

July 2020 to Present

- Oversee day-to-day operations
- Design strategy and set goals for growth
- Maintain budgets and optimize expenses
- Set policies and processes
- Ensure employees work productively and develop professionally
- Oversee recruitment and training of new employees
- Evaluate and improve operations and financial performance
- Direct the employee assessment process
- Prepare regular reports for upper management
- Ensure staff follows health and safety regulations
- Provide solutions to issues (e.g. profit decline, employee conflicts, loss of business to competitors)
- Organise and oversee all events from start to end

Immigration Consultant

Devisers - Dubai

November 2020 to January 2022

Train and prepare current clients in IELTS examinations.

Taking on clients who have the potential for immigrating to the UK.

Sales

Admin

HR

Oversee all UK operations

English Language speech therapist

Al Ain English Speaking School

April 2019 to February 2021

- Organize classroom lectures and coursework
- Prepare materials and activities
- Assign homework and interesting exercises

- Identify students with special requirements and create individualized plans
- Determine exam and assignment grades
- Provide feedback based on workload and classroom behavior
- Keep a record of students' attendance and grades
- Research new language teaching methods
- Manage classroom crises and resolve conflict
- Inform parents about their children's performance
- Collaborate with teaching staff and administrators to foster a good student experience

Immigration Consultant

Swift global

January 2020 to March 2020

- Sales
- HR
- website designing

English Language Teacher

Al Ain English Speaking School

April 2019 to February 2020

- Organize classroom lectures and coursework
- Prepare materials and activities
- Assign homework and interesting exercises
- Identify students with special requirements and create individualized plans
- Determine exam and assignment grades
- Provide feedback based on workload and classroom behavior
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Relationship Manager

HSBC

June 2016 to February 2020

Managing all operations in the bank

Supervisor

Ministry of civil service- immigration

January 2017 to January 2019

Determine passengers stay in the uk

making sure appropriate documents are with them when entering the country
immigration

Immigration consultant

Travelex

June 2015 to June 2017

- Monitor and direct the Travelex queue at all times to ensure that clients are timeously assisted
- Ensure all Travelex customers VAT forms are completed correctly and accurately

- Display the Travelex customer service culture by using every opportunity to interacting with clients in a friendly, energetic and professional manner, educating them on any promotions, tips or advice travelex may be offering
- Team lead
- Manage queues, queries and complaints in the most efficient way possible
- Make sure visas and correct documentation is provided

Tourism/reservations manager

Gazelle Tours - Hounslow

October 2013 to September 2016

- Hounslow

I was mainly in charge of the shop floor. My responsibilities were:

- development of domestic and international packages by visiting destinations and suggesting interesting travel routes or places of interest;
- designing flexible tour packages to meet the needs of different clients;
- exploring and identifying new business opportunities in a competitive and rapidly changing industry;
- welcoming groups of holidaymakers at their starting point and announcing details of travel arrangements and stop-over points;
- checking tickets and other relevant documents, seat allocations and any special requirements;
- helping with passport and immigration issues;
- helping holidaymakers check-in and settle into their accommodation;
- communicating a range of information on itineraries, destinations and culture;
- informing passengers of arrival and departure times at each destination on the itinerary and ensuring that all members of the group are back on the coach before departing from each stop;
- making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory;
- organising entry to attractions and transport, such as car hire;
- ensuring that the tour is running smoothly
- responding to questions and offering help with any problems that arise such as directing a member of the group to the nearest chemist, to more serious issues, such as tracing lost baggage;
- dealing with emergencies, such as helping a holidaymaker who is ill or those needing to contact family members urgently;
- making contact in advance with places to stay or visit to check details and arrangements;
- liaising with hotels, coach companies, restaurants and other clients;
- advising about facilities, such as sights, restaurants and shops, at each destination;
- occasionally making accommodation bookings on proposed dates;
- writing reports and maintaining records;
- Organising and attending tourism events, conferences, workshops, seminars and exhibitions.

Researcher

TTI Global Marketing Company - Langley

March 2015 to March 2015

- prepare, compile and sort documents for data entry
- check source documents for accuracy
- verify data and correct data where necessary
- obtain further information for incomplete documents
- update data and delete unnecessary files
- combine and rearrange data from source documents where required

- enter data from source documents into prescribed computer database, files and forms
- transcribe information into required electronic format
- scan documents into document management systems or databases
- check completed work for accuracy
- store completed documents in designated locations
- maintain logbooks or records of activities and tasks
- respond to requests for information and access relevant files
- print information when required
- comply with data integrity and security policies
- maintain own office equipment and stationery supplies

Administrative assistant solicitor's officer

TTI Global Marketing Company - Holborn

March 2015 to March 2015

- Holborn

- basic accounts work such as creating invoices and matching payments
- keying in data and customer information
- creating, distributing and filing records
- telephoning or writing to customers (or their agents) to ask for information
- arranging meetings
- Producing reports and statistical data.
- Submitting documents to both county and high court
- Registering cases
- Dealing with queries

Administrative assistant/Ushering

Ministry of justice - Feltham

January 2015 to February 2015

Feltham- family law

Main Jobs:

- attending court sessions to help and advice on procedure
- setting the dates and times and allocating courtrooms for court cases
- preparing a list of each day's court cases
- preparing papers for civil court hearings and writing up minutes
- answering enquiries at a reception desk or on the phone
- checking in witnesses and calling jurors for cases
- issuing court orders and handling warrants, summonses, initial writs and simple divorce papers
- carrying out general admin tasks - photocopying, filing, dealing with mail
- Ensuring the courtroom is prepared for a hearing
- Duties at reception
- Calling witnesses and defendants into court
- Administering oaths
- Swearing in jurors
- Labelling evidence and then handing them to the jury or judge
- Communicating messages between lawyers and court clerk
- Keeping public areas disciplined and under control
- Clerical duties
- Ensuring that nobody approaches the jury

- Clearing up court and chambers

telephonist

Muslim Aid

June 2013 to September 2013

- To process all incoming telephone donations to Muslim Aid.
- To make outgoing calls to supporters regarding Muslim Aid's services.
- To respond to donation queries in a timely and effective manner.
- To provide support in donations processing related work.
- Any other duties commensurate with the accountabilities of the post.
- To take payments promptly

Islam Channel - Old Street

June 2012 to December 2012

Whilst working as part of a team in a call centre to raise money for charity my responsibilities were:

- Answer phone calls effectively
- Take down card details and important information accurately

Customer service

British Heart Foundation

May 2011 to October 2011

Voluntary Date: May 2011- October 2011

Working as part of a team at the British Heart Foundation charity, my roles involved:

- Ensure that my team are on course with their duties
- Merchandise
- Assist with deliveries
- Ensure stockroom and shop floor is clean and tidy
- Maintain stock levels on shop floor
- Always providing high level Customer service
- Assisting in sales and insuring high level customer care
- To make a record of all damaged items during the day
- To ensure my section is looking full and is at its best for the following day
- To have a very High standard approach to customers whilst making sales
- Outstanding customer service on tills
- Placing orders on stock for my section

Admin Officer

CPS - Blackfriars Station

August 2008 to November 2008

I interacted with working as part of the CPS where my daily duties involved:

- Answering phone calls
- Interacted with Solicitors and Barristers asking several questions
- Providing a line of communication between Solicitors and defendants
- Registering new convictions on the database
- Assisting administrative staff with daily duties
- Visiting several courts and viewing live court cases

Education

Bachelor's in Business management with travel and tourism

University of Plymouth

October 2013 to June 2015

Certifications and Licenses

Oisc immigration course level 3

Present