

MARIA IBRAHAM IKHLAQ

☎ +971 55 742 5603 | ✉ bashirmaria96@gmail.com | 📍 Dubai, UAE

Visa Status: Company Sponsored | Passport No: AQ0995533

Professional Summary

Experienced and multi-skilled Admin & Office Support Executive with over 8 years of hands-on experience in administrative operations, client management, documentation control, and receptionist duties across various migration and consultancy firms in Dubai. Adaptable, dependable, and highly organized with a strong understanding of back-office processes, communication protocols, and multitasking roles expected in UAE workplaces.

Work Experience

- ☐ **Case Manager**
Visapp Migration Consuntancy – Dubai, UAE | Oct. 2024 – Currently
- ☐ **Case Manager**
VAS Immigrations – Dubai, UAE | Oct 2023 – May 2024
- ☐ **Case Manager**
Fast Global Migration – Dubai, UAE | Sep 2022 – Sep 2023
- ☐ **Relationship Executive / Receptionist**
WWICS UAE – Dubai, UAE | Apr 2022 – Jun 2022
- ☐ **Case Manager & Admin**
Northway Migration Consultancy – Dubai, UAE | Feb 2020 – Mar 2022
- ☐ **Telemarketer / Admin Support**
CWRE – Dubai, UAE | Jul 2019 – Feb 2020
- ☐ **Case Manager**
Pacific Migration – Dubai, UAE | Jun 2016 – Apr 2019

Over all Duties:

- - Handled administrative documentation and client records with confidentiality.
- - Managed email communications, scheduled appointments, and updated CRM systems.
- - Provided front desk support, greeted clients, and handled incoming calls.
- - Assisted with HR and accounting coordination, including staff attendance and basic finance entries.
- - Prepared and maintained internal reports, client files, and case updates.
- - Participated in team meetings and assisted team leaders with project coordination.
- - Responded to client inquiries, supported with form submissions, and handled follow-ups.
- Demonstrated history of taking ownership of your work and processes with a curious and creative work approach.

- Drafts, reviews, modifies, and negotiates all contracts or any other documentation where has committed itself to assist and support various business activities and assess the legal implications that need to be brought to the attention of the client
 - Consult and coordinate with external lawyers on legal matters of client
 - - Delivered multitasking support including reception, data entry, and telecommunication tasks.
- **Customer Support Assistant**
Ezaydeal – Dubai, UAE | 2015 – 2016
- - Handled administrative documentation and client records with confidentiality.
 - - Managed email communications, scheduled Deliveries, and updated CRM systems.
 - - Provided front desk support, greeted clients, and handled incoming calls.
 - - Prepared and maintained internal reports, client files, and case updates.
 - - Participated in team meetings and assisted team leaders with project coordination.
 - - Responded to client inquiries, supported with form submissions, and handled follow-ups.
 - - Delivered multitasking support including reception, data entry, and telecommunication tasks.

Education

Higher Secondary Certificate (10th Standard)
Emirates English Speaking School, Dubai | 2014 – 2015

Professional Training

Airline Cabin Crew Certification
Zabeel Aviation Academy, Dubai | 2016 – 2017

Key Skills

- - Admin coordination & back-office management
- - Reception and client-facing communication
- - Document control and file organization
- - Multitasking in office operations
- - Email correspondence and CRM handling
- - Team support and internal communication
- - Basic accounting and HR coordination
- - Microsoft Office (Word, Excel, Outlook)