

LUBNA AL MOALLA

PERSONAL

Name
Lubna Al Moalla

Address
United Arab Emirates
Umm Al Qaiwain

Phone number
+971509131313

Email
lubna.almoalla@yahoo.com

Date of birth
11-10-1988

Place of birth
United Arab Emirates

Gender
Female

Nationality
Emirati

Marital status
Single

INTERESTS

- Reading
- Sports

LANGUAGES

English ●●●●●●●●

Arabic ●●●●●●●●

To work in an innovative environment, and have a job where I can implement my Business Development experience and knowledge, in order to assist the organization in achieving its strategic goals.

EDUCATION AND QUALIFICATIONS

Bachelors Degree In Human Resources
Higher Colleges of Technology, Dubai

Higher Diploma in Business Administration Aug 2005 - Jun 2008
Higher Colleges of Technology, Sharjah
Higher Diploma in Business Administration; specialized in Human Resources.

Courses Studied:

- Human Resources Management
- Financial Management Fundamentals
- Fundamental Accounting Principles
- Micro & Macro Economics
- Personal Financial Management
- Marketing
- General Business
- IT
- Commercial Law and Practices in the UAE

High School May 2005
Al Ma'arifa International Private School, Sharjah
American System (Business Branch; Grade average; 76%)

WORK EXPERIENCE

Sales Development Manager Jan 2013 - Apr 2019
Sharjah Ladies Club, Sharjah

- Hired as Business Management Executive.
- In 2015 was promoted to Senior Business Management Executive.
- In 2016 was promoted to Sales Development Manager.

Main Functions and tasks:

- Setting/ supervising strategies of each facility
- Setting departmental strategies that aligns with overall club objectives
- Develop/ Update all operations procedure manuals
- Manage operational tasks for/ with other departments
- Preparing and checking budgets with facilities
- Setting/ monitoring targets/ sales
- Setting action plans and supervise implementation
- Market research: Look into (latest trends) new services/ products/ equipment/ apps in the market and introduce it in club facilities
- Revising current services/ products
- Analyze monthly reports submitted by Finance
- New innovations/ ideas
- Supervise projects
- Co-set marketing strategies and tactics with concerned departments/ facilities
- Supervise all operations & POS managers
- Customer care / service quality

- Customer surveys
- Work closely with admin departments (HR, CCD, Finance, IT & Services) to ensure operations run smoothly
- Generate regular reports to present to upper management about the facilities performance
- Setting annual plans for each facility (POS Manager)

Intern - Human Resources Department
Department of Economic Development, Dubai

Feb 2008 - Apr 2008

- Checked Attendance
- Prepared Salary Certificates
- Prepared presentation slides about the performance evaluation for the managers of each department
- Update existing job descriptions and create new ones for non-existing jobs

Intern - Human Resources Department
Dubai Airport Free Zone Authority, Dubai

Dec 2006 - Jan 2007

- Helped with the recruitment and selection process
- Checked attendance
- Short-listed job candidates
- Prepared salary certificates for employees
- Calculated and applied the salary increment for all staff

REFERENCES

References available on request.

SKILLS

Analytical and problem-solving skills	● ● ● ● ● ●
Time-management skills	● ● ● ● ● ●
Computer Skills (MS Office, Explorer...etc)	● ● ● ● ● ●
Hard worker and flexible	● ● ● ● ● ●
Communication skills	● ● ● ● ● ●
Reliable	● ● ● ● ● ●