

Holds a Bachelor in Information Technology and has about 4 years experience working in Customer Service field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 31/01/1991
Gender : Female
Marital Status : Single
Residence : Currently Abu Dhabi, UAE

EDUCATION

: Bachelor in Information Technology, Egyptian E-learning University, 2013
: Secondary Education: Palestine School, Abu Dhabi

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet
: Programming languages: JAVA, HTML, Xml, SQL, prolog, C#, asp.net

TRAINING COURSES AND CERTIFICATIONS

: ASP.NET and C# certificate from CTC Academy:
: Training for 3 months in Abu Dhabi National Bank.
: NLP course in You Can Academy.

CHRONOLOGICAL EXPERIENCE RECORD

Employer : MAWAQIF (Department of Transport), Abu Dhabi – UAE
Job title : Costumer Service Advisor
Job Description :

- Ensure onsite customer service queries and issues are resolved to an exceptional.
- Welcome visitors in line with service standards and with telephone etiquette.
- Learning about your organization's products or services and keeping up to date with changes.

- Developing feedback or complaints procedures for customer's use.
- To receive customer's enquiries in person, by telephone, or via electronic communication, with the aim of diagnosing and resolving all enquiries at the initial time of contact.
- To assist with the development, monitoring and maintenance of the Customer Service systems and procedures.
- To provide the customer with the appropriate advice and information and to instigate action on their behalf confirming the outcome meets the satisfaction of the customer.
- To always act in the best interests of the customer and to find the best solution to their enquiry.
- To assist in the completion of quality checks, carry out Satisfaction surveys via the telephone where appropriate, and to contribute to the development of the service.
- To assist in the processing and provision of clerical and administrative support to other Service areas across the Trust within established priorities, policies, procedures and service standards.
- Receiving payment through credit card and cash.
- Handling all the cash transaction of an organization.

Dates : From Aug. 2013 till Jun. 2014

Employer : Etisalat – Abu Dhabi, UAE

Job title : Indoor Sales & Validations

Job Description :

- Handle customer complaints and coordinate with the complaint department.
- Validate customer calls and record it.
- Settle Bill Payments to Etisalat postpaid lines and DSL subscribers.
- Create a report of sales achievement on a daily bases.
- Call customers and advertise Etisalat new update products.