Rasha

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|  | Customer Service UNIV. Rep. / 9 Years’ Experience in customer care service . |
| Polished, professional customer service rep. offering:   * Nine years of experience providing customer support in crowded customer service center. * An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty. * Strategic-relationship/partnership-building skills - listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes. * Interacting directly with potential, new and existing clients. |
| Experience |
| * **Customer Service Representative 3/2005-5/2014, MTN Telecommunication Company, Aleppo , Syria.**   Handle customer inquiries ,complaints, billing questions and payment extension/service requests. Calm angry clients , repair trust, locate resources for problem resolution and design best-option solutions. Development, maintenance and retention of customer relationships, informing customers of all the latest products, promoting products and services , monitoring until completion of outstanding orders and inquiries , processing customer registrations  **Key Accomplishments:**   * Managed a high-volume workload within a deadline-driven environment. * Became the lead “go-to” person for new reps and particularly challenging problems as one of the company’s primary trainers of new and established employees. * Helped company attain the highest customer service ratings (as determined by internal auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness. * Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations. * Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity. |
| * **E-Commerce Correspondence 6/2004-3/2005, Olabi Tex Company , Aleppo , Syria**   Responsible for overseeing and managing employees who create, implement and perform continuous maintenance on a company's web systems, translating correspondences to sell products online. |
| Education  * 2000-2004 Bachelor of English Literature - **University of Aleppo** * 2005-2006 Diploma in Arabic – English translation - **University of Aleppo** |
| * Completed Ten modules of customer service training courses. Topics included: * Excellence in customer service and quality. * Smart employee skills. * Advance communication strategies and skills. * Personal effectiveness. * MTN brand ambassador. * Effective employee skills. * Cross selling skills. * Customer care training support workshop. * Internal customer service * Client relationship management. * 1997-2000, Asaad Akil High School, Aleppo , Syria   REFERENCES -- Available on request  Skills |
| * Able to demonstrate a high standard of customer service. * Competent user of MS-Office (Word, Excel, Outlook). * Ability to act on own initiative. * Capable of following procedures and systematic processes. * Having a methodical and accurate approach to work activities. * Finding solutions to issues and problems. * Positive attitude, energetic approach and self-motivated * Capable of influencing the opinions of customers. * Able to handle complaints, aggressive customers and difficult situations. |
|  | PERSONAL SKILLS   * Advisory skills. * Decision making. * Negotiating. * Attention to detail. * Influencing skills. * Multitasking. * Intermediate French speaker. |