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.
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| Experience |
| * **Customer Service Representative3/2005-5/2014, 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.
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| * **E-Commerce Correspondence6/2004-3/2005, 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**
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| * 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 requestSkills |
| * 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.
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|  | PERSONAL SKILLS* Advisory skills.
* Decision making.
* Negotiating.
* Attention to detail.
* Influencing skills.
* Multitasking.
* Intermediate French speaker.
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