**ELDINE**

[**ELDINE.284550@2freemail.com**](mailto:ELDINE.284550@2freemail.com)

**CAREER OBJECTIVE:**

**To work in a challenging environment, thereby contributing to the success of the organization and to obtain a position as a team-player where I can maximize my customer-service experience in a challenging environment to achieve corporate goals.**

**KEY STRENGTHS & SKILLS:**

Eight years of experience in the Customer Service Industry.

Multi­tasking is one of my key points and quick learning.

Strong computer skills with competency and accurate data entry.

Capable of working as an effective team member and able to co­exist in a multicultural atmosphere.

**PROFESSIONAL EXPERIENCE:**

**Dubai Sport City- FM -Customer Service Officer-Defect Liability Period (DLP) in charge/Business Development Executive 20th June 2010- Till date.**

Dubai Sports City Facilities Management (DSC­FM), handle Facilities Management of in­ house properties and also offer services to other customers within Dubai Sports City estate.

**Responsibilities**:

* Log calls/jobs on the helpdesk database utilizing helpdesk software (CAFM). Calls/jobs may be received by telephone, facsimile, email or in person.
* Be the focal point of contact to receive complaints in regards to DLP Management from Property OA Manager, Villa/Building Owner/Tenant & End Users.
* Assess, if the complaint actually falls under the ambit of DLP or maintenance.
* Maintain a register of the Defects at Completion in a DLP register.
* On notification by the Project Contractor that the defect has been corrected, record the same in the DLP register and get customer sign off.
* Handover all documents i.e. consultant de-snagging report, commissioning sheets, authority certificates, and asset registers, O&M manuals, as-built drawings and any drawings.
* In the scenario of contractor deeming the DLP null and void due to breach of

maintenance conditions, and subsequent confirmation based on evidence from

the contractor, record the same in DLP register and close the complaint.

* Allocating work orders to directly employed maintenance team and/or supply chain.
* To log all common area defects and timely update of all defects to Project Management and Project Contractor to ensure timely action.
* Responsible for liaising with contractors, to ensure timely action and closure of customer complaints.
* Report back to clients and contract staff on job progress and close out.
* Uploading and amendment asset information as held in the helpdesk database.
* Co-ordinate with various maintenance companies for onetime or periodically works (Al Jabber, ETTS, Ajman courier, BSBG, BHATIA, Fray land, DIAR consultant’s)
* Taking ownership of the PPM schedule & Reactive Maintenance jobs thus ensuring that all tasks are completed in line with the service requirements. This will involve the following but not limited to: -
* Liaison and follow up with supply chain & engineers
* Ensure tasks are completed in line with the PPM planner & RM SLA’s/KPI’s
* Engineer/service reports are completed and filed in the appropriate location
* Tracking job progress against pre-determined KPI’s including maximum allowable response and rectification times and implementing escalation procedures.
* Provide supervision and leadership to colleagues within his/her area of the Technical Services department.
* Accepting CSF fee (Community service fee) & preparing receipt for the transaction.
* The ability to deal tactfully, calmly and effectively with a wide range of people from within and outside the organization and to perform other duties that management may from time to time reasonably require.
* Responsible in the absence of Help desk manager ensuring the smooth flow of operation work.
* Assisting various teams involved during the International cricket matches/Other International events held at the stadium and at the sports Village.
* Undertake any assignments instructed by the Operations Manager.

**Retailcorp Shopping Malls-Dragon Mart (Nakheel) Customer Service- Team Leader from Jan 2008- June 2010**

**Responsibilities**:

* Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.
* Thoroughly and efficiently gather customer information, access and fulfil customer needs, educate the customer where applicable to prevent the need for future contacts and document interactions through contact tracking.
* Provide quality service and support in a variety of areas including, but not limited to: billing, placing print orders, and system troubleshooting.
* Troubleshoot customer issues over the phone.
* Use automated information systems to analyse the customer’s situation.
* Maintain a balance between company policy and customer benefit in decision making. Handles issues in the best interest of both customer and company.
* Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer’s experience.
* Responsible for compiling and generating reports as they relate to customer

service surveys.

* Assisting in training new recruits & explaining them the rules & procedure of the mart.

# **Expat Properties Group, Mumbai India- Business Development Executive**

**From July 2007 to Oct 2007**

**Responsibilities**:

* Interacting with clients over the phone, discussing and motivating them on the purchase of land and properties for their future investments.
* Assisting the Accounts In­ charge in preparing of Sales Quotations, Invoices etc.
* Preparing investment proposals for customers based on their individual requirements.
* Maintaining customer relationships by sending product mails.
* Preparing investment proposals for customers based on their individual requirements.

**Grand Slam Travel Agency, Mumbai-Counter Staff Executive from Apr 2007 to June 2007**

**Responsibilities**:

* Efficiently co­ordinates and arranges Airline Reservations & as well as Ticket Processing for Corporate Clients.
* Arranging Various Visas for International travellers.
* Familiar with the Galileo & Amadeus Computer Reservation system.
* Booking car services for customer to various destination.

**WNS Global Services, Mumbai -Customer Service Associate ­ British Airways Travel Floor from- Sep 2006- Apr 2007.**

**Responsibilities**:

* Assessment of In­flight crew members on British Airways.
* Cancellation of Test & Duplicate Passenger Name Records (PNRs)
* Auto wait­ listing of seats for passengers.

**EDUCATIONAL & OTHER PROFESSIONAL QUALIFICATIONS:**

* Bachelor of Commerce in Accounts & Marketing, Mumbai University India [2004 ­05]
* Diploma in International Airlines & Travel Management from IITC Institute­ Mumbai­2006
* Completed the Computer Reservation Systems Course in Amadeus & Galileo.
* Trained in CAFM, a based Computer Aided Facilities Management software.
* Represented the School & College Football Team in various tournaments.
* Hobbies ­ Listening to Music, writing poems Playing Cricket, Table Tennis & Billiards, Interested in Fabric Painting.

Well versed with Windows, MS­Office [ Word, Excel, PowerPoint] Internet, MS Outlook

* Completed a Computer Course from IBS Computer Centre.

**PERSONAL DETAILS:**

Nationality: Indian

Date of Birth: 15th January 1984

Languages known: English & Hindi

Marital Status: Married