**Eldin** 

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**Professional Summary**

Customer-Oriented Quality Assessor successful at trouble shooting and handling customer support issues in a timely manner. Energetic with strong time management skills and attention to details who thrives in a fast-paced, dynamic environment. Dedicated Customer Service skills which provide exceptional customer service through active listening and problem solving. High skilled in call center management, training, recruiting and service solutions. Effective in motivating others to reach their optimum potential.

**Skills**

Skilled in call center operations

Customer interface expertise

Exceptional work flow management

Completed training seminar

Avaya Software knowledge

Microsoft office (Word, Power Point, Excel)

Easy Mars (Reservation and Ticketing Program)

**Work History**

**Travel Consultant Agent**

**Emirates Group – Dubai**

* Ensure the highest standard of customer service is provided to customers of Emirates, provide them with details on Emirates tariff fares and actively issue online tickets and sell related products.
* Issue Emirates tickets to customers ensuring that all necessary airline rules and regulations are incorporated and that the customer request is met in order to provide them with excellent service.
* Ensure that all necessary ticket related documentation is filed; time tables updated, brochures, sale and promotional material is properly displayed on individual counters providing various options to the customer which will assist in increasing sales.
* Actively enhance Emirates revenue earnings by providing options to customer on all products and services such as Skywards membership, DBB, Dubai stopovers, hotel bookings and upgraded fares.
* Provide the highest level of service in order to sell Emirates airline tickets and services and to assist customers with managing their travel plans.
* Initiate and promote EK Holiday products to generate revenue.
* Makes and confirms reservations for passengers
* Issues tickets quoting the correct fare, to reduce passenger complaints and debit notes.

**Security Operation Supervisor**

**Emaar Malls Group (The Dubai Mall) – Dubai**

**07-2010 /01-2013**

* Solve Problems, in a professional and courteous manner so as to achieve service standards and enhance visitor experience to the mall.
* Carries out duties as lay down without direct supervision as and when required.
* Ensures safe environment for Burj Khalifa, Residents, Guests, Visitors, Staff, and property as specified by management, by patrolling these areas at prescribed intervals and physically checking individual areas.
* Reports all incidents affecting Staff or property and to take actions to prevent further loss, damage or injury.
* Where appropriate, and only under the direction of Security Management, carries out searches of Residents, Guests, Visitors, Staff and their vehicles, Emaar/Burj Khalifa transport and contractors employees’ vehicles, to detect the unauthorized removal of Emaar/Burj Khalifa or personal property, or the attempted insertion of any instrument designed to cause injury, damage or interfere with the smooth operation of Burj Khalifa.
* Render all proper assistance to all in any emergency
* Regulate traffic within the vicinity, delivery vehicles and control the vehicle parking.
* Coordinate with other service within the mall, such as mall operations, facilities management or security with respect to any issues relevant to these areas so as to facilitate response and resolution of problems related to such areas that can impact on customer perception of the facility.
* Support management initiatives such as collection of information related to customer feedback related to any promotion/ marketing activity or surveys through distribution of questionnaires or handouts.
* Responsible for proactively resolving customer complaints/ issues within the delegated level of authority or referring the problem for resolution by management, in an efficient, courteous and professional manner.
* Carries out first aid duties when emergency
* Plan and schedule, on a daily basis, employee and vehicle allocation ensuring the skill and experience

**Customer Service Representative**

**Emaar Malls Group (The Dubai Mall) – Dubai**

**02-2008/ 07-2010**

* Manage the customer service desk and handle customer issues, queries, problems, in a professional and courteous manner so as to achieve service standards and enhance visitor experience to the mall.
* Providing high standards of customer service to visitors bearing in mind cultural sensitivities and varying levels of expectations.
* Promoting ongoing promotions and giving enough information about it to the customer and encourage enrolment of the shoppers.
* Ensure all directional signage are up to date with regards to location and placement inside the mall.  
  Work closely with Retail Leasing and Operations Team to ensure graphics are installed on vacated/leased stores.

**Distribution Coordinator, Assistant administrator**

**Agility Logistics, Transport Department – Dubai**

**05-2007 / 02-2008**

* Internal supervision and training off staff with continuous education and feedback on their job.
* Receipt and distribution of company documents to ensure efficiency.
* Organization of employee leave plan to ensure smooth operation.
* Providing comprehensive data service to the customers and advising on the services and products offered.
* Review of customer complaints and escalation to the line manager of the concerned department.
* Review and monitor all vehicles to ensure the working condition and cleanliness interior and exterior is at a high standard, organize timely vehicle servicing and replacement in co-ordination with suppliers and monitor daily vehicle utilization ensuring fuel economy is maintained.

**Education**

* Abu Dhabi High School
* ACCP (Aptech certified computer programming)
* MCSE (Microsoft Certify System Engineering)
* INFORMATION TECHNOLOGY, final year undergraduate by distance learning, Skimmy Mani pal university, India.

Reference available upon request