**Samya**

[**Samya.333 828@2freemail.com**](mailto:Samya.332828@2freemail.com)

*Abu Dhabi, UAE*

**Customer Service Professional**

∼ **Receptionist** ∼ **Admin**

Energetic Receptionist looking to leverage excellent organisational and communication skills in a professional environment. Over 1 years experience assisting clients, customers, and visitors in retail and office locations. Passion for assisting legal clients. Dedicated, focused, and excelent at prioritising, completing multiple tasks simultaneously, and following through to achieve project goals. Seeking a role of increased responsibility and authority.

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| --- | --- | --- |
| * Time Management | * Phone Support | * Organizational Ability |
| * Customer Safety | * Technical Oversight | * Communication Skills |
| * Problem Analysis/Resolution * Client Relationship Management * Technology Skills | * Front Desk Administration * Customer Documentation * Planning Skills | * Workflow Management * Revenue & Profit Growth * Written Expression |

**Experience & Notable Contributions**

**B2S** • Casablanca, UAE 2010

**Call Centre Agent**

*Functioned in French company as call centre agent, and maintain a high-volume workload within a fast paced environment. Support large number of clients in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume). Multi-task systems while providing service and resolving customer issues, upgrades, etc. Promptly and methodically respond to customer inquiries to identify and resolve issues with initiative and good judgment.*

**Key Accomplishments:**

* Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates, as well as reported technical problems to the concerned departments.
* Supported the customers to apply and upgrade their internet and TV home services that the company provided.
* Directed the customers to made online bill payments during phone calls and ensured quality customer services.
* Addressed and resolved customer complaints empathetically and professionally.

**Etihad RaiL DB .**UAE, Abu Dhabi 2016

**Receptionist**

*Planned and executed all aspects of a major office headquarter .  
Received a merit raise for strong attention to detail, exemplary customer service, and team-player attitude.  
Developed and implemented company’s first employee manual outlining all proper business procedures and office policies to ensure consistency and optimal process flow throughout company.  
Successfully planned and executed corporate meetings, lunches, and special events for groups of 50+ employees on a regular basis.*

**Key Accomplishments:**

* Answer phones and transfer calls to the appropriate employees.
* Take messages and make sure they get to the appropriate employees.
* Greet and assist visitors and escort them to an office or meeting room.
* Handling Conference rooms’ bookings and avoiding any booking conflict.
* Make sure that all IT requirements when booking a meeting room (i.e Video conference,  Tele conference, Presentation,... etc.) are available at the time of the meeting.
* Ensure the readiness of the meeting rooms at all times ( stationary, flip chart,  cleanliness and tidiness)
* Confirm the availability of the coffee boy at the starting point of the meeting for the  attendees’ refreshment order.
* Accept and sign for packages and distribute them immediately.
* Receive, sort and distribute the mail daily.
* Update the telephone list on monthly basis or when needed .
* Responsible for outgoing and incoming faxes (Registration & immediate distribution).
* Responsible for ordering and receiving employees’ Business Cards.
* Maintain a pleasant appearance of the reception area or lobby.
* Assisting with Catering requests.
* Assisting HR & Admin departments when needed
* Involved to cover the PA’s duties during their leaves.
* Coordinate the coverage of the reception at all time during working hrs.
* Typing & Translating upon request.
* Handling Petty Cash.
* Arranging Transportation for employees.
* Reporting to Chef Corporate service officer.

**Education & Training**

**Diploma in IT Gestation Information**

IBEGIS | Casablanca, Morocco

Accounts/Finance & IT Administration, Gestation Information, IBEGIS, Morocco, 2007