**DOROTHY**

**DOROTHY.337354@2freemail.com** ****

*Diploma Holder in Business Administration, and a highly enthusiastic Senior Customer Service Executive.*

*My interpersonal and communication skills are of a high standard. I operate well under pressure, maintaining clarity in my thinking and behavior at all times. I have first-rate Administration experience and am a confident and organized person who is able to prioritize my work effectively. I am looking for a permanent position that will enable me to apply my proven technical skills and experience in a challenging environment, which also offers scope for further development and training.*

Skills and Experience

From September 1993 till March 2016

**HERTZ CAR RENTAL, Dubai Airport (Al-Futtaim Group)**

Job Profile: Senior Customer Service Executive, Dubai Airport desk

Job Description:

Ensuring that the clients are dealt with in a pleasant, professional, and

efficient manner, providing best in class customer service and products.

Ensuring high level of customer satisfaction and enhancing the brand image

to meet and exceed set standards.

Achieving group revenue target for daily, weekly, and monthly rentals for the branch

Ensuring that all documentation and system accuracy is maintained and relevant

documents are obtained at the time of checkout and scanned clearly into the system

Ensuring that everyone continuously exceeds customer expectations from all customer

touch points within the business, and all customer queries are handled in a professional

and timely manner.

Ensuring that pre-closed contracts are done without delay, justifying unclosed contracts

Ensuring that shift closing is done as per set standards and that there are no variances.

Vehicle inventory, manual documents, cash, etc. are also properly handed over to the

next shift and acknowledged.

**Education:**

College graduate, major in Business Administration (San Sebastian College, Manila)

**Trainings/Seminars Attended (Al-Futtaim Training Centre)**

Developing a customer satisfaction mindset

Basic Guide for Selling

Achieving excellence in customer service - by Measurement & Evaluation method

Delegation Skills

Problem Resolution Skills

Time Management - Getting organized for peak performance

Basic Telephone Etiquette

Learning to Lead

**Achievements:**

Top Seller 5 times yearly

Elected as a Team Leader & Employee of the Year

Received recommendations from customers at least thrice monthly

**References available upon request**