

Contact HR Consultant for CV No: 342055

E-mail: response@gulfjobseekers.com

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

**Objective:**

 **Eager to develop my career at a challenging position, that enables me to apply my splendid experience and creative skills and have the opportunity to develop in-depth knowledge. My goal is to seek a progressive and respectable position in a reputable establishment where I can utilize my talents and my previous experience.**

**Target job:**

 **I am looking for working as a Translator, Call center agent, Clerk, Communication agent or Receptionist. And I am ready to work any good job matching with my qualification and abilities as I will exert my best to do my job seriously and honestly.**

**Experiences:**

* **Since January 2014 till now I am working with City Services Consultancy LLC - Dubai as the Call Center Supervisor of the General Pension and Social Security Authority (GPSSA) of The United Arab Emirates. During this period I have got a large experience in Retirement laws and End of service plus my main role of coaching and managing the call center and customer happiness.**
* **Four years’ experience as a Receptionist and Front Desk services in Sheikh Khalifa Medical City (SKMC) in Abu Dhabi, United Arab Emirates. I have a good health care background during my work in SKMC. Also I have a good experience about the emergency cases in hospitals and how to deal with it during my duty in SKMC.**
* **3 years working as a legal translator after graduation in Al Hammed International company for Imports and Exports - Egypt. During my work there I was translating the incoming and outgoing e-mails, attending the meetings for bilateral translation between the company and the foreign parties and to translate the contracts between the company and them.**

**Duties and Responsibilities:**

* **Providing accurate translation services in both Arabic & English to all documents using computer**
* **Simultaneous translation from English into Arabic and from Arabic into English.**
* **Consecutive translation from English into Arabic and from Arabic into English.**
* **Bilateral translation from English into Arabic and from Arabic into English.**
* **Written translation from English into Arabic and from Arabic into English.**
* **Oral translation from English into Arabic and from Arabic into English.**
* **Very good English and Arabic linguistics.**
* **Very good communication skills, customer service and hospitality.**
* **Attend meetings and lectures and provide interpretation services to ease the communication between the attendees.**
* **Supervising and managing the call centers.**
* **Monitor calls and tickets to ensure that Agents are delivering a high level of customer service.**
* **Conduct individual and grouped coaching sessions for Agents to address strength areas and improvement opportunities, educate agents on what can be done to ensure high quality of service.**
* **Deliver coaching feedback.**
* **Provide structured and timely recommendations; verbal and/or written feedback to Call Center Manager, Call Center supervisors and team leaders.**
* **Evaluate randomly captured calls and tickets for agents, on a regular basis based on defined performance areas.**
* **Participate in the design of quality monitoring forms and quality standards.**
* **Use Call Center tools to gather data and analyze trends or patterns affecting quality.**
* **Identify training needs for Agents.**
* **Create customers surveys to capture customer perspective and analyze data to identify areas of service delivery that did not meet pre-established performance standards within the Call Center.**
* **Deliver reports that support identifying needs and expectations of customers.**
* **Prepare quality reports for Management review.**
* **Meet monthly KPIs set for quality.**
* **Support the management in applying call center motivational activities.**
* **Research and keep abreast with leading call practices and industry standards, and prepare recommendation plans on how to apply innovative techniques to improve service delivery**
* **Conduct any other activities relevant to the job**

**Qualifications:**

* **Licentiate degree of Simultaneous Translation from English into Arabic and from Arabic into English.**
* **Faculty of Languages and Translation, Department of English, Branch of Simultaneous Translation in English, Al –Azhar University Egypt.**
* **Year of graduation (2006 – 2007).**

**Studies and Courses:**

**5 years study in the department of English in the field of Simultaneous Translation from English into Arabic and from Arabic into English. During these 5 years there were intensive courses by very sufficient translators and lecturers in the follows:**

* **Simultaneous translation from English into Arabic and from Arabic into English.**
* **Consecutive translation from English into Arabic and from Arabic into English**
* **Bilateral translation from English into Arabic and from Arabic into English.**
* **Written translation from English into Arabic and from Arabic into English.**
* **Oral translation from English into Arabic and from Arabic into English.**
* **Legal translation from English into Arabic and from Arabic into English.**
* **Economic translation from English into Arabic and from Arabic into English.**
* **English phonetics and Linguistics.**
* **Many courses about hospitality and quality measurement.**

**Languages:**

* **English- Fluent.**
* **Arabic-Fluent.**

**Computer Skills:**

* **Microsoft windows: as a computer IT for more than 5 years experiences in Windows 98, Windows ME, and Windows 2k and Windows XP.**
* **Microsoft Office: more than 5 years experiences in dealing with Office 2000, XP, 2003 and 2007.**
* **Internet: more than 5 years experiences in dealing with searching & browsing**

**Personal skills:**

* **Vast experience in working under pressure.**
* **Vast experience in working with different kind of people, with different nationality & religion.**
* **Ability to explain work procedures, guide and control.**
* **Ability to communicate effectively to people at all levels**
* **Excellent problem solving capabilities.**
* **Good team worker.**
* **Adapting to changing situations.**
* **Flexible about working overtime.**
* **Strong organizational and communicational skill.**

**Hobbies:**

**Swimming, computer, social relations and travelling**

**Looking to all the above mentioned references meet requires. I am constantly ready to give the best of myself and hope that I will have the opportunity to work in your estimated establishment.**