

Contact HR Consultant for CV No: 342058

E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)

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**AREAS OF EXPERTISE**

 *Customer satisfaction*

 *Interpret customer feedback*

 *Call handling*

 *Managing Customer Data*

 *Customer service*

 *Listening to customers*

 *Managing expectations*

 *Telephone Etiquette*

 *Email handling*

 *Resolving problems*

**PERSONAL SKILLS**

 *Excellent communicator*

 *Good problem solver*

 *Attention to detail*

 *Team player*

 *Proficient in MS Office*

**PERSONAL DETAILS**

*Gender: Female*



 *Civil Status: Married on Husband Visa*

 *Date of Birth: 10/08/1976*  *Nationality: Syrian*

**EDUCATIONAL ATTAINMENT**

***B.A. in English Literature,*** *2000yr.**Tishreen University, Syria Latakia*



***Certificate course in Executive*** *2011yr.**Secretarial Skills – NADIA Institute* ***ICDL Course*** *from Quattro Institute**–**2009yr.*



***Certificate couse in typing 2014***



**LANGUAGES**

***Arabic : Native Speaker***

***English : Fluent***



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**PERSONAL SUMMARY**

A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business -like manner, A service orientated professional who is very confident when handling enquiries, complaints, and communications. Team player, who is able to work to timely demands and effectively manage multiple workloads.

**OBJECTIVE**

Looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

**WORK EXPERIENCE**

**CENTRAL GAS SYSTEM (1/2/2010-15/3/2012)**

**Royal Development for Gas Works & Cont.**

*Secretary/ Customer Service*

Abu Dhabi, United Arab Emirates

Secretary Duties & Responsibilities:

Responsible for ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgement and taking decisions within established procedures for each enquiry.

***Duties****:*

 Responding promptly to customer enquiries in person or via telephone, letter, and

 e-mail – always in a professional & efficient manner. 

 Using the in-house system to record necessary information and instigate actions

 as required. 

* Processing orders, forms, applications and requests for information. 
* Dealing efficiently with questions and queries from customers . 
* Keeping up to date with all the company's products, services and procedures. 
* Directing requests and unresolved issues to other colleagues. 
* Maintaining up to date paper and computer based files and administrative systems. 
* Promoting the company’s products and services to customers. 
* Handling objections professionally. 
* General pension and Social Security Authority(18/6/2015-30/12/2016)
* Call centre agent
*  Abu Dhabi , United Arab Emirates *Customer satisfaction*
*  *Interpret customer feedback*
*  *Call handling*
*  *Managing Customer Data*
*  *Customer service*
*  *Listening to customers*
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 *Managing expectations*

 *Telephone Etiquette*

 *Email handling*

 *Resolving problems*