|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Skills*I am a confident, highly resourceful and reliable, detail oriented customer service coordinator with more than 10 years of experience working with customers, with excellent written and verbal communication skills and flair to provide unforgettable customers experience.* | | ExperienceCustomer service coordinator | ICT Property management -Nation towers-Abu Dhabi|15 Nov-2015-15 Nov-2016  * Effectively managing large amounts of incoming calls * Identifying and assess customer’s needs to achieve satisfaction * Building sustainable relationships of trust through open and interactive communication * Providing accurate, valid and complete information by using the right methods/tools * Meeting personal/team sales targets and call handling quotas * Handling complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution * Keeping records of customer interactions, processing customer accounts and filing documents * Following communication procedures, guidelines and policies * Providing daily, weekly and monthly reports  Travel Desk coordinator | Bin Majid Tours – Dubai| 01 Jan 2015-12 Dec-2015  * promoting and marketing the business * dealing with customer queries and complaints * providing advice about visas and holidays * offering and applying for visas * recruiting, training and supervising staff * maintaining statistical and financial records * planning * selling holidays, tours and attractions * meeting profit and sales targets * preparing promotional materials and displays * organizing tours and escorting groups through tour sights providing information that allow people to fully understand cultural and historical highlights of UAE.  Sales and marketing administrator | Abu Dhabi National Hotels-Fujairah | 10-February 2014-31 Dec 2014  * Contribute to the development of the company sales and marketing administration activities. * Ensure that the sales enquiry process is conducted in a timely manner that meets internal procedures and customer satisfaction. * Support incoming enquiries, co-ordinate client meetings and support contract preparation. * Implement ways of maintaining relationships with all current and past In-Coming clients. * Actively support the preparation of promotions, exhibition events, road shows to attract new clients * Maintain and enhance the In-Coming customer relationship * Continually review and improve company sales literature, company sales presentations and advertising material. * Contact and build relationships with new and existing In-Coming clients. * Create new business leads and organize follow up activities. * Provide administrative support for Business Support activities  Front office receptionist| Abu Dhabi National Hotels - Fujairah | 10 Feb-2013- 10 Feb-2014  * Answer phones and operate a switchboard. * Route calls to specific people. * Answer inquiries about company. * Greet visitors warmly and make sure they are comfortable. * Call persons waiting for visitor and book them a room to meet in. * Schedule meetings and conference rooms. * Making reservations (telephone, online or in person) * Ensure reception area is tidy * Coordinate mail flow in and out of office * Coordinate office activities * Handle phone calls from people calling in sick * Gather personal and insurance information. * Hand out employee applications. * Arrange appointments. * Cashiering * Validate parking tickets and setting up room keys * Give visitors badges and direct them to where they can sign in. * Issue parking passes. * Send email and faxes. * Collect and distribute parcels and other mail. * Perform basic bookkeeping, filing, and clerical duties. * Prepare travel vouchers. * Training and supervising new members of the team * Coordinating with Sales and marketing, Food and beverage and Housekeeping department.  EducationDiploma | 2005 | Medical High school Pediatric Nurse  KEY SKILLS Delivering exceptional customer service and leadership as the customer service coordinatorLeveraging superb communication and relationship building skills-as well as ability to excel under pressureDemonstrating excellent problem-solving, analytical and interpersonal skillsExcellent telephone manner along with active listeningGood numeracy skills, attention to details, ability to improvise and find productive solutionOften taking initiative and able to take on extra responsibilityMultitasking and negotiation skillsGood organization with attention to detailslanguage skillsEnglish| Fluent | Speaking, reading, writingSpanish| Fluent | Speaking, reading, writingBosnian | Native| Speaking, reading, writingSerbian| Native| Speaking, reading, writing | | |  | | --- | | ObjectiveTo leverage 10 years of customer facing experience and expertise in hospitality and travel and tourism industry with proven leadership and organizational skills into a customer service related role within banking or hotel industry. | | |  |  | | --- | --- | |  |  | |  |  | |  |  | |  | | | Volunteer Experience or LeadershipI studied at Faculty of veterinary Science, gained lots of practice in treatment of animals which was useful experience for my volunteering at Grooming services and products Furry Friends in Dubai, UAE taking acting role of a Training manager. | |