**Amal.365211@2freemail.com**

**PERSONAL DETAILS:**

**Name :** Amal

**Nationality :** Yemen

**Place & Date of birth :** 01-05-1984 in Abu Dhabi

**Marital Status :** Single

**Religion :** Muslim

**OBJECTIVE:**

A motivated and professional individual seeks a career which is both challenging and stimulating. My ability to learn quickly and my broad commercial experience means that I hope to adapt to these new challenges very quickly.

**EDUCATION & QUALIFICATIONS:**

* Palestine Secondary School, UAE. 2002( percentage of 85%, science section)
* ICDL course 2005 ( Al Khawarizmi Institution).

**WORK EXPERIENCE:**

* Working as a Receptionist at King’s College Hospital Clinics from August 2014 till present.
* Working as a Guest Service Executive at Burjeel Hospital from May 2012 to June 2014.
* Working as a Data Entry and Verification at Deloitte and Touch from 1st March 2010 to 31st May 2010.
* Working as an Assistant Manager at the Body Shop from August 2006 to October 2009.

**JOB RESPONSIBILITES:**

* Answer calls and respond to emails.
* Provide customers with product and service information.
* Update existing customer information.
* Manage and resolve customer complaints.
* Route calls to appropriate resource.
* Handle customer inquiries both telephonically and by email.
* Maintain communication equipment by reporting problems.
* Provide quality customer service to ensure customer satisfaction.
* Achieve assigned sales targets in order to contribute to the sales volumes.
* Develop new markets and customers within the assigned territory to enhance sales volumes.
* Cross sell non-assigned products and services to contribute to the revenues and market presence.

**KEY SKILLS:**

* Understands the basic aspects of the market.
* Understands the basic features of the products and services.
* Ability to use language in routine, operational or business areas provided the language used is simple and the subject matter is predictable.
* Ability to compute numerical data by performing simple calculations.
* Able to apply basic concepts and techniques while selling products targeted at pre-determined needs of the customers.
* Find solutions to customers' problems in a calm and efficient manner.
* Communicate fluently and effectively in English and Arabic.
* Proficient in Microsoft Office & computer applications.
* Team player with the flexibility to work in a multi-cultured environment.
* Responsible, hard working and able to deal with crowd.
* Taking care of customer requests and overcome any problem facing the deal.
* **REFERENCES:** References will be available upon request.