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ASMA

Address : Dubai, UAE

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**CAREER OBJECTIVE**

* Build a long-term career with opportunities for career growth.
* Enhance and utilize my professional skills in a dynamic and fast paced workplace.
* To solve problems in an effective/creative manner in a challenging position.

**WORK EXPERIENCE**

**Du Telecom (Pact Employment Services)**

Collections Agent

May 2016–Present

Dubai, UAE (DSO)

Job Description:

* Responsible for Payment Collections in line with Du Postpaid lines.
* Exercise resourcefulness and ingenuity in gathering needed information from a wide variety of sources.
* Tracking customers in order to minimize write-offs and improve the company’s revenue.
* Searching for all possible alternative contacts through internal and external search engines.
* Ability to understand and verify data found. Obtain a phone number from the phone book and presume that is current; must call it and verify the subject picks.
* Using social media platforms in order to find any possible contacts.
* Establish effective rapport with debtors, responsible relatives and other parties to obtain information and elicit cooperation.
* Independently evaluate information and initiate action within prescribed guidelines. Establish and maintain accurate records and file.
* Accountable for reducing delinquency for assigned accounts.
* Resolve customer issue by liaising through different channels of the company.
* Able to work flexible hours including evenings and weekends.

**Arbor Acres**

**Automation Engineer**

July 2016 – Jan 2017

Algeria

Job Description:

* Diagnostic of the automatic systems used in incubation provided from PLASFORM technologies and based on Siemens technologies (ex: plc Siemens s300)...
* Study and control the parameters (temperature, humidity, timing…..) in order to maintain the stability of the systems
* Coordination with the biological engineering team in any action taken on the setters and hatches
* Reaction in any alarm indicated by the security systems in refers to electrical or mechanical issues
* Dealing with electrical engines and different instruments (sensors, humidifiers, ventilators …) in prevention maintenance and corrections when needed

**Almanal Restaurant**

**Receptionist**

June 2014 – September 2014

Algeria

Job Description:

* Meet and Greet Customers and VIP visitors and assisting them with their specific enquiries
* Manage upset customers, conflicts and challenging situations
* Administration tasks such as: Set up employee files, attending calls, providing information related to products and refer calls to appropriate personnel as necessary
* Ensuring that all relevant data is maintained correctly in the system
* Providing accurate information to colleagues and senior managers
* Attend all in-house training
* Investigates and resolves problems of the customer

**EDUCATIONAL BACKGROUND**

* **Automation in petrochemical industries (Master - Automation)**

*20 Aout1956 skikda, Algeria (2014 - 2016)*

* **Automation and control in petrochemical industries (Bachelor - Automation)**

*20 Aout1956 skikda, Algeria (2011-2014)*

* **Baccalaureate (BAC)**

*An examination intended to qualify successful candidates for higher education* *– Tlemcen, Algeria (2010-2011)*

* **High School**

*Yaghmoracen High School Tlemcen, Algeria (2008 – 2010)*

**COMPUTER SKILL**

Operating System : DOS, Windows 98, 2000 Professional, XP Windows 7,

Windows Vista and Basic Hardware Knowledge

MS Office Tools : Word, Excel, Open Office and Power Point.

**PERSONAL INFORMATION**

Date of Birth : December 12, 1992

Marital Status : Non-Married

Nationality : Algerian

Religion : Islam

Languages : Arabic, English & French

**CHARACTER REFERENCE**

Available Upon Request