Sherine Dubai - UAE**│ Email:** [asherine.374123@2freemail.com](mailto:asherine.374123@2freemail.com) 

**Customer Service Manager & EHS Practitioner**

Professional Customer Service Manager and EHS Practitioner with over 12 years of experience (more than 4 in UAE) in office administration Management, Occupational Health & Safety Representation and Customer Service Leadership across diverse roles in the organizational hierarchy. Distinguished for enhancing customer service efficacy, and client satisfaction across professional career; exploring challenging senior leadership assignments with two professionally managed multinational organizations Germanischer Lloyd & Lloyd’s Register

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| --- | --- |
| Expertise in   * Office Administration * AR Specialist * Translation * Marine Operations * Contracts * Quality & Certification * Credit Control * Internal Controls * Operations Support * Resolving Queries * Customer Service Coordination * Meetings Bookings * Occupational Health & Safety * Team Leadership * Training Customer Service Professionals | Executive Summary  **Customer Service Supervision:**Demonstrated excellence in implementing and monitoring strict regulatory compliances; strong exposure in retaining clients within the business in accordance with internal processes & controls. Proven ability in negotiation & implementing business strategies to initiate and control contracts, projected towards organizational goals through leading customer service team |

**Admin Expertise:** Skilled in streamlining internal & external reporting processes and implementing latest practices in operations; running reports and driving daily activities with the objectives, policies and procedures of the management.

**Contracts Specialist:** Negotiationexpert having keen understanding of Client Requirements coupled with hands-on exposure in handling all phases of Contract Life Cycle

**Occupational Health &Safety Representative:** Actively contributed to developing and implementation of Occupational Health & Safety Management System and promoting safety culture and awareness throughout the organization.

**Personal Attributes:** Efficient Team Leader & Loyal, combining communication, interpersonal & problem solving skills with decision making and leadership capabilities to enhance organizational objectives

Education & Details

**Bachelor of Arts,** Alexandria University (1993)

**Date of Birth:** 19/07/1972

**Language :**English (Fluent) and Arabic (Native)

**Nationality:** Egyptian **Visa Status:** Employment

**Passport Details:** A12784750 valid till 2021

Accomplishments

Played key role in retaining Clients and supporting Sales Team by being responsible for renewal Contracts

Significantly enhanced Credit Control and exceeded the set budget by more than 28%

Promoted world-wide excellence reputation by receiving many compliments and thank you letters from Key Clients

Developed a Business Continuity/ Contingency plan during the challenging period in Egypt &managed to avoid interruption of daily operations and kept everyone safe at 3 Offices.

Devised a Planning Calendar for Surveyors to achieve more efficiency and implement measures of utilization controls

Supervised &monitored Customer Service Team & exceeded KPI’s for Maritime Sector by 20%

Professional Experience

**Career Progression:**

* Admin Support Manager &EHS Practitioner(Tasneef UAE -May 2015 Onwards)
* Customer Service Coordinator & Contracts Specialist (Lloyd’s Register UAE - May 2013 – May 2015)
* Senior Marine Administrator & AR Specialist & OSH Representative

(Lloyd’s Register Egypt- Jul 2010 – Jan 2013)

* Office Administrator & Credit Control & Safety Representative (Germanischer Lloyd Egypt-Sep 2004 – Dec 2009)

Accountabilities

**As Admin Support Manager& EHS Practitioner:**

* Spearhead day to day activities of the administrative support team including facilitation of Operations, supporting Surveyors and Management members as well as conducting knowledge transfer sessions based on business requirements
* Ensure compliance to organizational health & safety policies & procedures in maintaining highest safety principlesin conducting daily activities of the operation department
* Record Occupational Health & Safety Incidents & update PPE & Risk Registers as appropriate
* Report OSH incidents to Regulatory Authority/ OSHAD as per legal requirements
* Follow up with the commercial department on contracts securing & invoices issuing
* Collaborate with various support teams in managing qualitative services and resolving clients’ queries
* Manage logistics related to scheduling correspondence, courier, car licenses, travel booking, meeting rooms, inventory / record management, phone calls, etc
* Train, Monitor & lead Customer Service team ( 6 professionals)
* Manage day to day operations based on internal procedures, safety standards, time management, contractual requirements, cost structures, regulatory legislation, statutory and budget constraints
* Evaluate data for preparing various management reports & statistics to enable effective decision making by the senior management
* Promote Safety culture among Maritime Organization and spread Organization health awareness principles

**As Customer Service Coordinator, LRQA for Middle East and Africa:**

* Interacted with the business centre manager, director as a Business Partner to provide first line customer support and direction to the Regional Business Stream leadership team
* Participated in sensitive decisions and discussions to enhance sales growth across the target market segment& retain clients by ensuring all existing contracts to be renewed
* Rendered support to the business center manager by ensuring delivery of world class quality service
* Assessed sensitive activities aimed at identifying & developing new opportunities
* Maintained updated records of Key Clients and Certification delivered
* Defined & implemented local KPIs for area aligned to Group model on reporting analysis of non-financial data
* Contributed to settlement of major financial debts with clients in the MEA area
* Administered Customer Data Hub, Salesforce and other LRQA systems, development of LRQA customer service diary & visits planning system
* Guided team members in conducting market research for collating non-financial information

**As Senior Office Administrator & OSH Representative for Middle East Area & North Africa:**

* Prepared Surveyors Packages and gave support to daily survey activities
* Followed up with team members in accomplishing business targets set by Group for Middle East and Africa
* Issued invoices & followed up with payment and collection schedules
* Highlighted critical issues with potential business impact to the senior management to enable effective decision making
* Interacted with MEA Operation, issued certificates & different paperwork tasks.
* Acted as Organization Health & Safety Representative for Egypt by ensuring that all team members were aware of impact of good health awareness on business quality
* Reported all safety-related issues to Higher Management & implemented the Occupational Safety & Health Management System
* Translated top-management correspondence and handled discrete letters

**As Marine Office Administrator & Safety Representative:**

* Conducted day to day non-financial activities across Egypt and North Africa offices in compliance to group policies and procedures
* Rendered support to North Africa Offices, Certificates Issuing and Credit Control in line with short and long terms business targets
* Interacted with clients for effectively resolving monetary issues in North Africa and maintaining seamless operations
* Followed up & reported on outstanding Debts to align with targets and performance standards
* Followed up on implementation of Safety Regulations and Applying highest standards of Organization Health & Safety at Alexandria Office.

Other Role:

* Active Contribution as translator & correspondence executive at Both:

The Egyptian Society for Industrial Inspection

Integrated Development Society

* Associate /Partner in Family Business in Hemdan for Welding Consumables

Professional Development

(Training Certificates Available upon Request)

* ISM External Auditor Course by Lloyd’s Register
* Occupational Safety & Health Practitioner
* Commercial Awareness Programfor authorized signatories and managers
* Leadership Advantage
* Interpersonal Communications
* Diversity on the Job
* Professional Advantage
* Assessment Reporting
* Project Quality Planning
* Sales Effectiveness
* Time & Expenses Enter & submit a Timesheet-Offline
* Time & Expenses New Codes
* Display Screen Equipment Training & Test
* Time & Expenses Selecting Admin Setting online
* Defining Emotional Intelligence
* Using the Hub 2007
* Time & Expenses Enter & submit an expense online
* Survey Preparation and Reporting Toolkit Principles of Reporting
* Managing Safety
* Managing in LR-Business Assurance-Improving Performance
* Corporate Separateness
* Corporate Safeguarding
* Headlines
* Competition Law
* Anti-Bribery & Anti-Corruption Policy
* Our Processes
* Administrative Professionals: Putting Your Best Foot Forward
* Managing in LR Introduction
* Managing in LR-Safety-Get the Main Headlines
* Time & Expenses Enter and submit an allowance offline
* Living a Balanced Life Simulation
* Administrative Professionals: Interacting with others
* Administrative Professionals: Maximizing Your Relationship with Your Boss
* Administrative Professionals: Common Administrative Support Tasks
* Administrative Professionals: Representing Your Boss
* Display Screen Equipment Risk Assessment
* Keeping Your People Safe
* IT Security
* Publishing SNAP Surveys
* Hazards of Surveying
* Alcohol & Drug Policy
* Keeping Your people Safe
* STOP for your personal safety
* Managing Conflict
* Understanding Others
* Setting & Managing Priorities
* Setting & Achieving Goals
* Attracting & Retaining Talent
* Preparing for Organizational Change
* Business Process Training
* Negotiating
* Customer Focus
* Risk Analysis
* Organizational Context
* Leadership & Planning
* Emotional Intelligence
* Assertiveness
* The Human Element
* EMS Awareness Training
* Sustainability Seminar- February 2015
* New MS Office 2010 Interface Word & Excel
* MS Office 2010 New Core Features
* Giving & Receiving Feedback
* Delegation
* Assertiveness
* Developing Employees through Delegation
* Presentation Skills
* Getting Ready to Present
* Communicating Across Cultures
* Computing Course (British Council)
* Keyboarding- Introduction to Computers-Word Processing
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Hobbies

Reading, Music, Swimming, walking, landscaping, riding cycling, watching movies, travelling & getting to know about different cultures & making new friends

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Thank You