



Hana Loucif

## Customer Service Specialist

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### Summary

A customer service professional with 5 years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, keen organizational skills which allow for effective delivery of outstanding service, Highly motivated and outgoing individual with one year of sales experience. Competent team player who can successfully inspire fellow colleagues.

### Professional experience

**Customer Happiness specialist** - June 2020 to June 2021

**KSK Logistics DIP, Dubai**

#### Duties & Responsibilities

- Answer customer's enquiries and attend to their requests or complains.
- follow up and coordinate with service providers (UPS and DHL) to assure customer shipments meet the date of scheduled delivery.
- Arrange quotations and payment links to create shipping orders.
- create refund forms for delayed or damaged shipments.
- Manage the organizations social media platforms and carry out positive engagements with commenters.
- Assist the marketing department by creating and translating social media posts.
- Generate maximum leads and attract potential customers.

**Social Media Specialist** - July 2019 to April 2020

**MAG Development DIFC, Dubai**

#### Duties & Responsibilities

- Create standard templates to engage with customers over the company's social media platforms.
- Carry out general positive engagement with commenters on the company's social media platforms.
- Monitor social media pages for any negative comments, reviews or complaints and ensure that all customer service issues are engaged with and responded to in a timely manner.
- Coordinate with the Quality Assurance team in order to change unsatisfied customers' perspectives and improve the company's image.
- Generate the leads received and forward them to the sales team

## **Customer Service Agent** - July 2016 to February 2019

**DNATA Emirates Group** Dubai International Airport, Dubai

### **Duties & Responsibilities**

- Assist passengers in a friendly and efficient manner with all related airport operations at the terminal.
- Fully adhere to operational procedures with regard to travel, immigration and safety regulations.
- Identify and meet the standard and special service requirement of passengers with a natural sense of empathy.
- Apply the FAA travel regulations and passenger standards.
- Apply TSA protocols and prepare travelers for security screenings.
- Use airlines scheduled software and ensure that all rules and regulations for each airline are well applied.

## **Sales Account Manager** – March 2015 to June 2016

**Olive Technology DSO**, Dubai, United Arab Emirates

### **Duties & Responsibilities**

- Upsell the company's services and solutions.
- Provide competitive sales quotes to ensure maximum benefit for both the customer and the company.
- Execute order fulfillment in a timely manner in cooperation with other functional teams.
- Act as the lead contact to the customer base by applying appropriate coordination measures to ensure smooth operation throughout the process.
- Manage Communication between clients and their target market.
- Develop initiatives to increase customer satisfaction and retention

## **Education**

- Bachelors or Arts in English Language Science  
Mentourie University, Constantine, Algeria  
September 2008 – June 2011

## **Language(s)**

- English (Fluent)
- Arabic (Native)
- French (Intermediate)

## **Achievements**

- ❖ **Dnata: Employee of the month** – March 2018
- ❖ **Dnata: Appreciation letter** – July 2018

