



EMNA SKHIRI

Mobile: +971558604753 & +971544079337

Email: amna.skhiri@yahoo.com. Nationality: TUNISIAN.

Status: single. Date of birth : JUNE 21, 1986. Driving license

Objective:

An enthusiast, analytical and self-motivated self-individual who is currently looking for a position in a growing organization, in which I am able to apply my knowledge and skills to the betterment of the organization.

Profile:

To be part of a highly esteemed organization that provides me the platform to apply my skill, knowledge and enthusiasm and subsequently contribute towards the long-term sustainable success of the organization. All in all, I am open to any challenging Job opening .

Professional Experience:

Emirates/ Dnata: October 2012-july 2020

To provide a consistent quality service to the customers at any designated area to all passengers at any designated area (check in, gates, transfer desk, special handling) that is consistent with Dnata. High service standards, the timely and efficient service provided should be in accordance to the agreed standard operating procedures as well as safety and security standards set by international civil aviation Organization and local airport authorities

Key responsibility

- Maintain updated knowledge of all company products & services in order to provide adequate education to customers
- Provide information and instructions about relevant products and services.
- Make product and service suggestions to meet the customer's specific needs.
- Field incoming phone calls and respond to phone messages from customers.
- Promptly respond to customer questions submitted via email or our website.
- Answer customer questions and provide information to resolve any issues and Process orders and returns,
- Obtain necessary information from customers to adequately follow up,
- Document important customer information for future reference.
- Collect & record customer feedback and information, and share with appropriate departments and team.
- Generate interest in new products or services and connect customers with salespeople when required.
- Foster and maintain relationships with customers to improve our retention rate
-

AL MEYDAN HOTEL. Oct, 2010 – May, 2012 Guest Relation:

***Customer service:**

Key Responsibilities:

- Perform all check-in and check-out tasks.
- Manage online and phone reservations& Welcome guests upon their arrival and assign rooms.
- Inform customers about payment methods and verify their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay).
- Provide information about our hotel, available rooms, rates and amenities.
- Respond to clients' complaints in a timely and professional manner.

- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations & arrange personalized services for VIP customers and event attendees, like wedding guests
- Maintain updated records of bookings and payment

***Call Center same**

Key Responsibilities

- Answer incoming calls and respond to customers emails, management and resolve customer complaints and escalate if.
- Sell products, place customer orders in the computer.
- Follow up customer calls where necessary. Complete call logs and daily reports.

Education:

- High University of Language & Business, Tunisia. June 2008

Skills.

- Strong presentation and negotiation skills.
- Able to manage multiple tasks with a high degree of accuracy.
- Excellent common sense, judgment, and decision-making abilities.
- Computer skills (excel, presentation skills, word)

Language:

- Arabic Excellent verbal and written communication skills.
- English Excellent verbal and written communication skills
- French Excellent verbal and written communication skills
- Spanish: beginner.

Training Courses:

- Customer Satisfaction & Handling Complaints and Excellence in Customer Service.
- Procedures Implementation Handling Customers.
- Customer Awareness & Handling Passengers.
- Case study / customer issues. & Delivering quality guest service.
- Professional development programmed Certificate of Attendance.