

# Aisha Yousef Kabalan

## Customer Service Representative

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## Personal Profile

- Address: UAE-Dubai AlQusais Damascus Street
- Date and Place of birth: 09th Sept.1987-Dubai
- Nationality: Syrian
- Marital status: Single
- Driving License: Available and valid

## Summary

Customer service representative with over 10 years experience in customer happiness sector in terms of face to face, telephone and e-mails. Organized, critical thinker, creative, good communicator and knowledgeable with major customer service software plus the ability to handle customer complaints and maintaining a positive and friendly disposition.

Aiming to use my proven skills to effectively fill the managerial role in your company.

## Professional Experience

### Customer service representative (Front Line Executive-Customer Happiness)

Dubai Electricity and Water Authority (DEWA) July 2012-Jan 2022

- Serving customers through (face to face ) communication for more than 7 years by answering their general requests and inquiries regarding their high or low bills, closing of accounts (final bills),connection of service (Move in), transfer of accounts, refund of their

deposits, processing the request and inquiries with tact and politeness by being committed to customer happiness charter.

- Checking the quality of documents submitted for newly registered accounts which will be forwarded to billing departments for further processing.
- Preparing the end of the day reports including the (KPI, Move in & attendance)
- Assisting the customers to use the online services and application by guiding them, providing accurate and appropriate information.
- Managing the receptionist desk by greeting and receiving the customers, answering their inquiries and guiding them to the required departments to complete their transaction.
- Coordinating with billing department to solve the complicated customers' problems, serving them within the targeted KPIs.
- Answering and direct more than 50 calls daily of customers' inquires through the phone regarding all the services provided, processing the delayed requests by following the call centre techniques and etiquette.
- Contacting other departments to process the pending customers' requests and complaints plus completing some transactions required to serve them completely.
- Replying customers' inquires, processing their transactions via email in efficient and timely manner, coordinating with other departments to ensure highly quality service provided.
- Following up pending cases for complicated problems of customers with other departments.
- Serving customers on virtual screens of customer happiness centers in assisting them with any issue concerning their accounts, providing follow ups when necessary.

## **Honors and Awards**

- Most Improved student –Formatech integrated learning center (skills for women at work)  
June-2015
- Star of the month-The best performance in Mystery shopper visits (DEWA Head Office)  
January-2018
- Star of the month-The best performance in Mystery shopper visits (DEWA Head Office)  
July -2018

## **Education & Training**

Ajman University of Science and Technology UAE-Ajman

Bachelor Degree in Business Administration-Marketing Department, June 2010

### **Trainings:**

- Customer service Excellence-2013
- Skills for women at work-June 2015
- Principles of excellence-Dubai Government Excellence Program-October 2015
- Manage your emotions to manage your time –February 2016
- Positive energy-April 2017
- How to deal with people of determination-July & October 2017
- Professional sign language- January 2018
- DEWA team work program- April 2018
- Emotional Intelligence-August 2018
- Powerful negotiation skills-October 2018
- Leadership inside out –November 2018
- Emirates culture and etiquette-March 2019
- How to release stress at work –March 2018 &October 2019
- Team Building-April 2019)
- Happiness pioneers-June 2020
- Leading with confidence –Jan 2022

*(Attendance and completion certificates are available for above courses and can be submitted upon request)*

## **Additional Skills**

- Excellent communication skills with a focus on customer service
- Software: SAP CRM 360, Cisco and Avaya
- Experience with Microsoft Office –Word, Excel, PowerPoint and Outlook

- Team work
- Time Management
- Strong interpersonal skills
- Good listening skills
- Attentiveness
- Empathy
- Goal-oriented focus

## Languages

- Arabic (Speaking, Reading , Writing)
- English (Speaking, reading, Writing)

## Hobbies and Interests

- Shopping
- Traveling
- Playing Music
- Sports
- Fashion

## References

- **Ayesha Aljumairi-Front line supervisor**

Dubai Electricity and Water Authority

Dubai-Head Office

0582771722

0509555755

*Ayesha was my supervisor for 3years, and can attest to my skills and attitude.*

➤ **Ibrahim Marwan-Call Centre supervisor**

Dubai Electricity and Water Authority

Dubai-Muhaisnah

0504666209

*Ibrahim was my supervisor in the call center for 2 years.*

➤ **Saeed Rashed-Assistant manager-Digital channels Operations management**

Dubai Electricity and Water Authority

Dubai-Muhaisnah

0505886642

*Saeed was my manager in emails department for more than 2 years.*

More references will be delivered upon request.