

## SOPHIA HUSSEIN SALEH

@ sophia15200@gmail.com

0502504743

Sharjah, United Arab Emirates



### Objective

To seek a suitable position offering growth opportunities for a professional yet demanding environment

### Experience

#### MetLife

*November 2016 - September 2019*

Corporate Solutions Administrator

Responsibilities

As an administrator, this role includes end to end core processing of policy administration functions and activities within Employee Benefits Operations including

- Processing of New Business/Renewal Applications / Data entry -Accurate data entry for new business/renewal applications group life and medical
- Preparing of reports and uploading of batch files Collate, format, and review of files received from Sales and Group Underwriters for policy installation
- Coordinate with external partners Handling and responding to all Brokers, Clients and Agents queries in accordance with MetLife service standards
- Interdepartmental co-ordination-Co-ordinate with other departments (Finance, IT, Compliance, Customer service, underwriting etc.) to secure the timely resolution of client inquiries
- Policy Terminations,deletions/Addition of members
- Statement of account audit before sending to clients
- Assigning jobs to team members

## Citi Bank

*March 2011 - May 2016*

Senior Customer Service Officer

### Responsibilities:

Assisting customers in their banking and Credit card queries for both UAE and BAHRAIN calls e.g.

- To provide high quality customer service, actively cross selling and executing customer requests over the phone
- To handle customer enquiries and complains
- To escalate through the correct channel complains/issues which are unable to be resolved
- Identify potential customer opportunities to deepen customer relationships e.g. cross-selling
- Identify and resolve customer problems in minimum time frame and on first call(first call resolution)
- Evaluate resources available to assist customers and use correct resource
- To complete any post call processing necessary to resolve customers and use correct resource
- Achieve established standard for call handling quality, productivity and availability as per goal.

ACHIEVEMENT: Promoted from call centre Executive to Senior customer service officer

● **RAK BANK(National Bank of Ras Al Khaimah)**

*May 2010 - Feb 2011*

Tele collector

Responsibilities:

- Contacting customers via telephone to collect past due amounts
- Handling approximately 250 calls daily outbound and inbound
- To provide payment solutions to customers which are within guidelines
- Managing all accounts allocated
- Ensure proper documentation of collection related activities
- To provide timely reports to supervisor
- Negotiating payment arrangement
- Working with DRR(Daily Run Rate), making sure the targets for each day is met
- Meeting customers personally and discussing about their payments
- Preparing Applications for loan/credit card Restructuring
- Sending sms through RAK NET program regarding their dues
- Sending emails to out of country customers reminding them of their dues

## **Vakson Freehold properties Dubai, U.A.E**

*March 2005 - Jan 2009*

Front office supervisor

Responsibilities:

- planning and organising calendars for Managers, sales Executives and drivers for client meetings and site visits
- Training staff on how to handle the busy switchboard, telephone personality and front desk etiquette.
- Dealt with daily couriers/mails
- Handling day to day company attendance record of all employees
- Assigning duties to the front office staff and making sure they are done in a correct way
- Attending interviews for appointing front office Staff
- Conduct meetings and attend to meetings
- Reporting matters of front office to the General Manager
- Managing petty cash for front office expenses

ACHIEVEMENT: Promoted from Receptionist to Front office supervisor after one year of service.



## **Education**

### **Horizon college**

*2003*

IMIS Diploma (Institute of Management & Information System)

### **Aptech college**

*2000*

Certificate of proficiency in information system

### **Agakhan high school**

*1999*

Kenya Certificate of secondary Education



## **Skills**

Adaptability

Customer service skills

Team building

Problem solving

Ms office-Ms Excel, Ms Word, Ms Access, Ms powerpoint



### Language



Arabic ●●●

English ●●●●●

Swahili ●●●●



### Activities



Was an Active member of Kenya red cross society and St John ambulance



### Personal Details



Date of Birth : 22nd July 1984

Marital Status : Married

Nationality : Kenyan



### Reference



Reference available upon request - ""



### Visa Type



Spouse visa