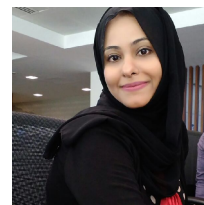


SOPHIA HUSSEIN SALEH

@ 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