



FARAH SULEIMAN

CUSTOMER SERVICE

I am 22 years old, a high school graduate with 3 years experience in customer service, hospitality and welcome in the United Arab Emirates.


EDUCATION

- High School
Salama Bint Butti
Governmental School
88%
2019
- Teacher Assistant
Rawafed Center
2021
- English course
- ICDL Certificate
- Executive Secretarial
Literary

LANGUAGE

- Arabic
- English

CONTACT

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 farah.suleiman

SKILLS

- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently.
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results.
- Problem Solving.
- Attention to detail and responsibility.
- Ability to communicate in Arabic and English in writing and orally.
- Computer Skills.

WORK EXPERIENCE

customer Service, Host

AUG 2021- PRESENT Align on demand - Expo Dubai 2020

- Welcoming, assisting and guiding visitors to the Expo 2020 Dubai site.
- Organizing crowds and queues.
- Meet customers' requirements and needs.
- Farewell to visitors upon departure.
- Ensure the availability of a safe and clean place and road for visitors.
- Meeting the needs of visitors who need special care, such as the elderly, children and people of determination.
- Following the measures to prevent the cover-19 virus from social distancing, and it is mandatory to wear masks to protect visitors.
- Introduce them to the areas of recreational and health services and information.

Sales, freelance

AUG 2019- JUN 2021

- Receiving and directing customers inside the store.
- Explanation about the product, prices, offers and services.
- Responding to customers and negotiating products.
- Show comparisons of prices and features to encourage customers to buy.
- Submit customer reports and feedback to the store manager.
- Supervising the procedures for return and exchange of products.
- Supervising storage operations and quantities.

WORK EXPERIENCE

customer Service, Receptionist

Jan 2019 - Jul 2019

City Center Ajman

- To answer customers' phones with a very high tact.
- To record the incoming notes and send them to the concerned person in case he is not present.
- To receive visitors and guests in a tactful and professional manner and direct them to the appropriate place with tact and high professionalism.
- To keep the reception area clean and tidy.
- Maintaining the confidentiality of the information received and transmitted in a professional and permanent manner.