

- **Full Name** : KARIMA BAALI
- **Nationality** : Moroccan
- **VISA status** : Under husband visa
- **Mobile number** : +971-581517003 / +971-588811023
- **E-mail** : baali.karima.svi@gmail.com



Education Degrees

-Sept 2013- April 2017: Major Bachelor University Degree: Microbial Biotechnology. University of Sciences (**Mohamed Ben Abdallah**) FEZ, Morocco.

-Year 2015: DEUG (Natural Sciences Courses): University of sciences (Mohamed Ben Abdallah) FEZ, Morocco.

-Sept 2010- June2013: Baccalaureate (High School Degree), Option: Life and Earth Sciences.

Professional Experience

-Mars 2019 - May 2020: Coordinator Helpdesk / customer service at Abu Dhabi International Airport.

Working directly with all Airports' Duty Managers & closely to Traffic officer, IT, Maintenance Team, AMC EY Controller, AMC Immigration, Police & Customs Representatives.

- Handling AMC helpdesk, replying on calls / E-Mails & guests transfers using system.
- Preparing Log-Sheet Board for major incidents & meetings held in Airport Offices.
- Performing Terminal Operations on a daily basis by: Active Reports & sending updated SMS to all concerned teams.

- Mars 2018 – Mars 2019: Receptionist at DANA Medical Center.

- Answering phone calls & scheduling appointments.
- Check-in patients getting all personal & insurance necessary information.
- Processing patients' payments & accounts handling.
- Assist & guide patients to the correct medical section.
- Perform clerical duties: Mailing & faxing needed documents.
- Placing phone calls to consult or refer doctors / Hospital Sections as needed.

- April 2017 – Mars 2018: Call Center within WEBHELP International Company Morocco.

- Answering almost 100 inbound customer calls / Day in a friendly manner.
- Following & respecting the conversational script given by management.
- Providing information's on additional products & services to increase the sales.

Specific Knowledge

- ICT : Microsoft Office (Word, Excel, PowerPoint), Photo Shop.
- Languages : Fluent: Arabic, French & English.
- Hobbies : Reading, Traveling ,Sport