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PROFESSIONAL SYNOPSIS

Successful, highly driven and result oriented professional with over 8 years' experience within reputed multinational companies. An ambitious, bilingual, result-oriented and self-motivated customer service professional having exposure to owner's association management, customer relationship, operations and business development. I believe that my communication and interpersonal skills combined with flexible and detail-oriented attitude have developed strong relationship management, leadership and organizational abilities.

OBJECTIVE

To achieve a dynamic position in a multinational company that offers me to learn and reap higher reward of success and can utilize my analytical/tactical skills to enhance competence of an organization and myself.

ACHIEVEMENTS

- Showed flexibility in working well in cross functional teams even under pressure with a good sense of urgency to complete multiple tasks within strict deadlines.
- Well-developed expertise in building long term and profitable relationships with clients, suppliers or other parties dealing with the company.
- Gained comprehensive knowledge and thorough understanding of the entire flow of effective customer service operation, marketing and sales.
- Carried out job profile in a consistent manner and continuously working towards the company's objectives and goals that helped maintain level of competency.
- Communicative customer service executive experienced in solving problems and building great client rapport.
- Act as the customer's advocate engaging other departments within the company when necessary and ensuring successful resolution.
- Meticulously manage time allowing me to achieve internal commitments and exceed customer expectations.

CAREER HIGHLIGHTS

PLACE Strata Management LLC (Dubai)

Designation: **Customer Service Executive (March 8th, 2015 – May 19th, 2020)**

PLACE is a young and expanding boutique community management company that has the first years of the UAE'S dynamic community management industry.

Principal Accountabilities:

- Units Handover Executive for PVD1 in Jadaf, Dubai (2015 – 2016) and Al Zahia Phase 2, Sharjah (2016 – 2017).
- Assist customers with NOC request and issuing the same in English and Arabic to Dubai Land Department for ownership transfer, units' merger, trade license renewal and UAE visa application/renewal.
- Issue clearance certificates to the developer for ownership transfers.
- Register new owners with the company as part of the Owners Association Management regulation and updating the same with Mollak – The Dubai Land Department, through its regulatory arm Real Estate Regulatory Authority (RERA).

- Address and assist all queries and concerns regarding service charge invoices issued by Mollak.
- Advise the owners' association board in relation to any correspondence, reports, enquiries and complaints received relating to the common areas and the owner's association assets and their management.
- Establish and maintain record system of all correspondence between owners, residents/occupiers and other relevant parties, and records to be kept pursuant to law (registrations/units handover/NOC documents, etc).
- Identify, research, and resolve customer issues, manage difficult or emotional customer situations, responds promptly to customer needs and solicits customer feedback to improve service.
- Consistently achieve top ranking for customer satisfaction, retention and referrals and communicated effectively to appease angry customers by suggesting the best ways to resolve service and billing issues.
- Check and reconcile customers' statement of account for service charges/utilities and maintaining bank accounts on a daily basis and issuing receipts (for both service charges and utilities) to the end users for payments received via emails, walk in customers, dropbox or bank transfer.
- Debt collection and the recovery of outstanding service charges and utility charges to assure sufficient cash flow of the building using instruments given under the law to the OA (Owners Association).
- Utilities Executive for AC Chiller and Hot Water for buildings in Dubai and Reem Island, Abu Dhabi.
- Address all aspects of utility metering and provide invoicing solutions for all local utilities in Dubai and Abu Dhabi.
- Data entry and registration of end-user agreements, issuing final bill and final SOA with unit occupiers moving out for utility services provided in buildings in Abu Dhabi and Dubai.
- Provide translation services for colleagues to communicate with Arabic speaking customers.

International Marketing Communications FZE (Dubai)

Designation: Customer Service Executive- Call Center (March 2013 – February 2015)

IMC Middle East is recognized as a leading marketing, call center and service provider across the GCC.

Principal Accountabilities:

- Provide product information to customer on what services and product they are getting through their membership they possess from their credit cards and car insurance.
- Booking hotels and flights for customers with memberships and assist them on making their vacation arrangements.
- Follow up with existing customers regarding their insurance premium renewal and schedule their registration renewal to avoid any delay and fine.
- Take rent a car request for clients from insurance companies/credit card holders and ensure the car has been delivered on time.
- Receive requests for roadside assistance from customers with memberships as provided by their vehicle insurance companies and credit card holders from their respective banks.
- Handle and communicate effectively complaints from customers, resolving them and providing feed backs to customers regarding their query.
- Provide customers with information about potential service upgrades, account changes and new services available.
- Manage large amounts of inbound/outbound calls in a timely manner and keep records of all conversations in our call center database in a comprehensible way.
- Follow call center "scripts" when handling different topics.

Hayat Kenya Limited (Mombasa, Kenya)

Designation: Logistics Coordinator - Jan 2011 – Jan 2013

As a company, Hayat is a champion in the forwarding and logistics services and handling any job whether it is international or overseas, seamlessly.

Principal Accountabilities:

- Coordinate and monitoring supply chain operations.
- Utilize logistics IT to optimize shipping and transport procedures.
- Negotiate contracts, coordinating appointments, and ensuring on time delivery.
- Streamline inbound & outbound freight, shipper & carrier communication, problem solving, and order management.
- Consult with customers to provide valuable customer service and achieved a high sales percentage as a result.
- Record and fill special orders received by telephone and email which generated additional monthly revenue for the company.
- Respond effectively to service emergency calls and worked efficiently even under strict deadlines.
- Ensure premises, assets and communications are used effectively.

CORE COMPETENCIES

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|---------------------------------|------------------------|
| ➤ Customer service | Leadership |
| ➤ Business administration | Communication |
| ➤ Interpersonal | Emotional intelligence |
| ➤ Client engagement and support | Teamwork |
| ➤ Negotiating | Time Management |
| ➤ Data entry and analysis | |
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- **Software Skills:** Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Microsoft OneDrive ~ Microsoft Teams ~ Strataware (Service Charges) ~ Simsar (Utilities-AC Chiller and Hot Water).

PROFESSIONAL DEVELOPMENT

- Academy for International Modern Studies, UK (Online 2011-2013) - Master Diploma in Islamic Finance and Banking
Final Project – Designing an Islamic Financial Product - **DIMINISHING MUSHARAKAH**
- Islamic University in Uganda (2007-2010) - Bachelor of Business Studies Majoring in Finance and Banking
Second Class Honors (Upper Division)

CERTIFICATIONS

- Certified Islamic Finance Expert (CIFE)
- Certified Takaful Professional (CTP)

PERSONAL MINUTIAE

- Nationality – Kenyan
- Languages – Arabic, English and Swahili
- Visa – Employment (Transferable)
- Available – Immediately
- Reference – Available on request

(Sumayya Abdulrahman)