



SOHA ELBADAWY

Collections Representative | Call Center Representative | Telesales Representative

Dubai, United Arab Emirates | (+971) 566-389-607 | soha.a.elbadwy@gmail.com | [LinkedIn](#)

Arabic: *Native* English: *Advanced* Germany: *Beginner*

Hard-working with over four years of experience providing professional and interpersonal service, detail-oriented documentation, specializing in user help guides, analytical thinking, research, and time management skills in most kinds of customer support fields.

PROFESSIONAL EXPERIENCE

Abu Dhabi Islamic Bank, •Finance Consultant - Dubai, UAE - Dec 2023 – June 2024.

- o Demonstrate the product (personal finance or cover card) to the customer.
- o Check the eligibility Based on the policy of the Bank. o Apply by using the Online Session System and pushing the case.
- o Follow up with the customer Until the request is processed then sign cheques and receive the amount or card.

ISIS for Village Tourist Marketing COM • Telesales Representative - Alexandria, Egypt - Aug/2022 - Jul/2023

Excellent communicator with superior people skills and enthusiastic to contribute to generating sales by closing sales deals over the phone and maintaining good customer relationships.

- o Contact potential or existing customers to inform them about a product or service using scripts.
- o Answer questions about products or the company. o Ask questions to understand customer requirements and close sales.
- o Outstanding negotiation skills with the ability to resolve issues and address complaints.
- o Collecting payments via credit card or direct debit via phone.
- o Tactfully resolve challenging situations professionally.
- o Beginning legal proceedings, such as foreclosure or repossession, when debts can't be settled. o Achieved monthly collection goals.

E.M.A. Advertising & Electronic Agency • Call Center Representative - Alexandria, Egypt - Jan/2020 - Jul/2022

I have earned the ability to remain calm when interacting with upset customers and to be empathetic. Emotional resiliency is one of my highly desirable traits, as working with people who are facing financial hardship can lead to burnout.

- o 2+ years of experience as a call center agent or similar sales experience.
- o Ability to stay professional and focused in stressful situations.
- o Identify customers' needs, clarify information, research every issue, and provide solutions and/or alternatives.
- o Keep records of all conversations in our call center database in a comprehensible way.

Perfect Solution Outsourcing • Collections Representative - Alexandria, Egypt - Feb/2019 - Nov/2020

Self-motivated individual with high adaptability to sudden changes. Always takes initiative and enjoys helping others.

Successfully apply recovery strategies and negotiations to cut outstanding debts and aging accounts.

- o Collecting payments via credit card or direct debit via phone.
- o Tactfully resolve challenging situations professionally.
- o Beginning legal proceedings, such as foreclosure or repossession, when debts can't be settled. o Achieved monthly collection goals.

EDUCATION

Bachelor's • Higher Institute of Tourism and Hotels, Alexandria, Egypt

(2017 - 2020)