

RAHMA JAMA OSMAN

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Professional Work History

Dec 2020 Up To Present (Customer Service Executive at Unique Properties Broker)

Duties & Responsibilities:

- Managing incoming calls from marketing leads and customer service inquiries
- Following up on the leads that have been generated via marketing channels to ensure customer happiness and retain potential leads
- Identifying and assessing customers' needs to ensure customer happiness
- Working closely with CRM team and lead coordinator to ensure the retained leads are assigned to property consultants timely
- Following up with both customers and property agents to ensure that the leads have been well retained and followed up.
- Updating all leads with accurate feedback in CRM, following up and complete all tasks assigned in the system
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries through marketing channels
- Communicating with customers through various channels such as calls/What's App
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues at a timely manner.
- Providing feedback on the efficiency of the customer service process.
- Following up with property agents on the customer inquiry and ensure all inquiries are timely and professionally attended by property consultants.
- Ensure customer satisfaction and provide professional customer support.

Jul 2020 Up To Dec 2020 (Customer Service Agent - Fiat Chrysler Automobiles Project)

Data direct group FZ LLC - Dubai

Duties & Responsibilities:

- Greet customers warmly and ascertain problem or reason for calling.
- Confirm customers personal data and send it to our dealer in Gcc and Lebanon
- Interact with customers via phone, email, online chat, in-person and social media
- Manage and resolve customer complaints.
- Sell automotive products and place customer orders in CRM.
- Provide full product and service information to customers.
- Organize workflow to meet customer timeframes.
- Follow up on customer inquiries daily.
- Follow company's communication procedures and policies.

Feb 2019 Up To Aug 2019 (Contact Center Agent) Temp-contract

Al Nabooda Automobiles LLC - Dubai

Duties & Responsibilities:

- To handle inbound calls and ensure service levels are maintained at all times.
- Efficient and courteous handling of telephone calls, provide necessary information / guidance to caller and transfer the call to the relevant person.
- Log all incoming calls and ensure that any requests for call backs are actioned within the service level agreement timeline.
- Call back monitoring report needs to be completed by end of day before forwarding it to the management for review and root cause analysis
- Record new sales enquiry and daily traffic allocated to Sales Consultants based on their availability and assistance
- Proficiently follow service booking script to prepare service appointments and to diligently allocate workshop load based on capacity planning in DMS
- To make outgoing calls for service booking callbacks and updating the call monitoring report to ensure customer requests are fulfilled within agreed service level agreements

- Provide general administrative support such as daily new sales enquiry traffic and preparing service T-Cards
- Input customer details following invoicing by the Sales Consultant and Service Advisor to keep an accurate database
- Creating new customers and linking vehicles based on contact center requisition in order to cleanse data in the DMS & ensure data quality.

Jan 2017 Up To Feb 2018 (Executive secretary) Remain Bucks Auto Repair Workshop – Abu Dhabi

Duties & Responsibilities

- Receiving and screening phone calls and redirecting them when appropriate.
- Make travel arrangements for executives.
- Monitor office supplies and negotiate terms with suppliers to ensure the most cost-effective orders.
- Schedule meetings and arrange conference rooms.
- Prioritize daily administrative tasks to ensure that projects are completed on time.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Greet visitors and determine whether they should be given access to specific individuals.

Sep 2015 Up To Jul 2016: (Data Entry Clerk)

Abu Dhabi Islamic Bank – (Al Bateen Main Branch) – Abu Dhabi

Duties & Responsibilities

- Representing the bank within the local community.
- Contact the customer on daily basis that they received an amount to pay their loans toward the bank.
- Looking after the short term and long term funding requirements of individual customers.
- Ensuring the smooth running of basic banking transactions.
- Providing advice on investments.
- Contributing towards policy making
- Follow up with customer service requests and complaints.
- Settle the customers liabilities by the cheque received from the crown prince court either partial or full settlement.
- Meet the customers on daily basis

Oct 2013 Up To Sep 2015: (Call Center Agent)

Abu Dhabi Islamic Bank –(Al Mina Branch) – Abu Dhabi

Duties & Responsibilities

- Greet clients over the phone and inquire into their purpose of calling.
- Listen carefully to clients and make notes of information both mentally and actually.
- Ask questions to determine the nature of problem or query.
- Provide clients with information asked for.
- Verify clients by asking predefined date of birth, name and pass code questions.
- Provide clients with information once verification has been established.
- Assist clients through online and phone banking problems.
- Making sales for bank products (credit cards and loans) .
- Instruct clients about security concerns regarding their accounts and online transactions.
- Provide clients with information on account status and check / instrument clearance.

Educational Qualification

- **Bachelor of banking and finance (Oct-2018).**
- **Secondary Education Literacy – Abu Dhabi Secondary School(May-2008) .**

Skills & Competencies

- Strong customer service and phone English communication.
- Good verbal and written command of English and Arabic languages.
- Problem solving skills.
- Ability to meet deadlines.
- Flexible and able to work under pressure and hard worker.
- Basic analytical, execution, problem solving and decision making skills.
- Quick learner, keen to learn and improve skills.
- Stress tolerance.
- Good listener.
- Time management.
- Multitasking and ability to set priorities.
- Able to work in a multi-cultural environment.

Computer Proficiency

- Excellent in MS Office (Excel, Word, Power Point and outlook & outlook process)

Courses & Trainings:

- ICDL Course– (2009)
- IELTS Course – (2009)
- TOEFL Course –(2009)
- Internship training in **ADIB** (Khalifa City Branch) –(18th/March-3rd/May 2018)

Personal Information

Nationality : Somali

Date of Birth : 31stDecember1989.

Marital Status : Married.

Languages : Arabic, English, and

Somali. Visa Status : Family sponsor