





Bilal Hamed

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Energetic, results-driven professional with more than six years of experience in the customer service arena. Track record of resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Skills

- Multilingual (Arabic, English and Swahili).
- Office 365.
- Excellent time management and organizational skills.
- Self-motivated and able to work independently.
- Adaptive Team player.
- Sharp Problem solver.
- Strong communication and problem solving. Skills both written and verbal.

Experience

NOV 2020 – Present

Abu Dhabi Telemedicine Center (ADTC), AUH

Senior Patient Admin Care Agent



Duties

- Completed 450+ patient orders per week.
- Created and maintained training manuals and guides on new service lines.
- Handling escalations and ensuring all requests are completed within stipulated turnaround time.
- Co-ordinate between concerned teams and patients to ensure final resolution is accomplished.
- Supported other departments when required.

Achievements

- Successfully managed the transition of physiotherapy project handover from Healthpoint to ADTC.
- Maintained an average of 4.3 KPI
- Recommended several improvement and changes in quality and workflow process to enhance patient's experience.
- Enhanced internal department communication through MS Teams groups, cutting the turnaround time from 48hr to just few minutes.

Patient Admin Care Agent

Duties

- Handle telephone calls and take messages; assist callers with the necessary and accurate information.
- Provide necessary support to ensure that patient registration process is in order.
- Scheduling, canceling, and rescheduling patient appointments.
- Training and educating new recruits.

Achievements

- Maintained an average rating of 99.3% in quality for 8 months in 2021.
- Maintained an average rating of 4.3 KPI in 2021.
- Received #2 Best Quality award.
- Star of the month award.

AUG 2018 – OCT 2020

Senior Customer Service Officer

Al Hilal Bank, SHJ



Duties

- Receive in-bound calls from customers, prospects and non-customers while maintaining established standards for number of calls, pick-up time, duration of call.
- Provide high quality customer service by answering customer queries efficiently and politely with correct and complete information also redirect them where appropriate.
- Handling tasks and projects whenever required and tasked by management (Training and quality)
- Training new recruits.

Achievements

- Maintained an average KPI of 4.8 in my tenor.
- Awarded Most Productive Agent 2019
- Awarded Most Disciplined Agent 2019

MAR 2016 – JUL 2018

Customer Service Representative

Emirates Integrated Telecommunication Company (Du), DXB



Duties

- Determined eligibility by comparing client information to requirements.
- Answering inquiries by clarifying desired information; researching, locating, and providing information in relation to Du Products & Services.
- Selling additional services by recognizing opportunities to up-sell accounts; explaining new features through Next Best Action (NBA) application.
- Provide high quality customer service by answering customer queries efficiently and politely with correct and complete information also redirect them where appropriate.
- Updates job knowledge by participating in educational opportunities through Knowledge Management application "Ask Labiba".
- Handling tasks and projects whenever required and tasked by management.

Achievements

- Maintained an average KPI of 4.9 in my tenor.
- Worked with product development team to introduce the NBA application.
- Achieved the highest sales in NBA.
- Awarded Employee of the year 2017.

Education

JUN 2024

B.Sc. Business Administration

University of the People, USA

Currently enrolled.

FEB 2015

GED

District of Colombia, USA

High School Diploma