



Heshmat Zaki

VIP CUSTOMER CARE
REPRESENTATIVE

Details

Dubai, UAE

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Heshmatzaki@hotmail.com

NATIONALITY

Egyptian

DATE OF BIRTH

25/08/1989

Skills

Strong Communication Skills

Complex Problem Solving

Effective Time Management

Leadership and Teamwork

High Attention to Detail

Good organizational and
interpersonal skills.

Data Entry

Software proficiencies

Languages

Arabic

English

Italian

Profile

Customer service professional with 5 years of experience in the banking sector. Strong verbal and written communication skills. Proficient with various banking software. Seeking a customer service role within a financial institution that offers rewarding opportunities for dedicated people.

Employment History

VIP Customer Care Representative, Emirates Islamic Bank, Cards Business, Dubai, UAE

MAY 2019 – APRIL 2021

- Provided high class service to VIP and HNWI cardholders and received positive feedback for delivering consistently exceptional service.
- Resolved all the cards related SRs and complaints within the TAT and achieved customer satisfaction by providing 1st time correct resolution.
- Supported all the bank channels in handling customers card related requirements and escalations.
- Reduced the time spent on processing the new VIP CC applications by 40%.
- Professionally investigated ML cases and succeeded at retaining 80% of the customers.
- Ensured zero discrepancies while matching transactions in a credit card statement with those on the bank's general ledger.
- Created a 20-page training manual from scratch related to Credit card system.
- Delivered training in bank systems and processes to staff of up to 20.
- Increased customer satisfaction levels by sharing new process enhancement with the manager.
- Attained GEM award for the best Employee in 2020.

Call Center Agent , Tanfeeth, Emirates Islamic Bank Account , Dubai, UAE

JANUARY 2017 – APRIL 2019

- Assisted average of 100 customers per day while maintaining excellent satisfaction rates.
- Resolved customers' complaints while identifying problems and taking appropriate corrective action, increasing client retention ratio significantly.
- Attained 100% marks in all customer service categories including communication skills, interpersonal skills, problem-solving, and friendliness.
- Cross sell different bank products resulting to improve my selling skills by 90%.
- Transferred to the Priority customer service team in one year owing to excellence in delivering an amazing customer service.
- Enhanced the knowledge management portal by 40% by adding more information about the bank products, services and processes.
- Achieved the highest KPIs in 2018 and 2019 and attained the best customer service associate award 4 times in 2 years.
- Adhered to Call Center schedules, and maintain high level of adherence.

Education

Bachelor of Italian Language and Literature, Faculty of Foreign Languages (Al Alsun), 2010, Degree: Very good

University of Ain Shams, Cairo, Egypt

Courses

Retail banking, Emirates Institute for Banking and Financial Studies, Dubai