



Marwa Marwan Abu Latifa

+971-54-3364446
mabulatifa.1987@hotmail.com
04.06.1987
Palestine
Arabic / English

Profile:

Experienced and reliable customer service officer and Administrative assistant with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolves issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

Key Skill:

- Strong skills in operating computer software required for business applications, such as Microsoft Word, Excel, Oracle and more.
- Exceptional ability to deliver outstanding customer service and diffuse customer complaints or problems.
- Talented in dealing with multiple assignments at once and an ability to meet deadlines and complete accurate work at all times.
- Proven work experience as a senior administrative assistant, virtual assistant or executive administrative assistant

Career Overview:

❖ Position / Company / Location

From

To



Customer Service officer, first Abu Dhabi Bank, Abu Dhabi

Feb / 2016

July /2020

Key Responsibilities:

- Develop and carry out an efficient documentation and filing system
- Answered inbound phone calls in a fast-paced work environment, providing timely and excellent customer service
- Handling approximately 250 calls daily (outbound and inbound)
- Serve as first point of contact and technical resource for all customer inquiries & issues.
- Effectively use a variety of programs to access customer details and databases, and research options
- Coordinating with Fraud Monitoring team to ensure the blocking & activating of Debit, Credit and Prepaid, E-Dirham or Ratibi cards and when requested for assistance from the contact center
- Coordinating with Fraud Monitoring team to ensure the blocking & activating of Debit, Credit and Prepaid, E-Dirham or Ratibi cards and when requested for assistance from the contact center
- Activating Credit & Debit card upon customers, Branch & other Departments request.
- Helping customers to redeem their loyalty points to Skyward & Etihad guest miles, fly Dubai e-vouchers, Stars card & Gift card as and when claimed or requested by the customer.
- Calm angry callers, repair trust, locate resources for problem resolution and design best – option solutions.
- Contacting customers via telephone to collect past due amounts
- Provide payment solutions to customers which are within guidelines and framework
- Ensure proper documentation of Collection related activities
- Provide timely reports to supervisor
- Ensure compliance to code of conduct
- Support senior managers and executives with daily clerical tasks.
- Plan meetings and take detailed minutes.
- Answer phone calls, provide information to callers or connect callers to appropriate people.
- Schedule appointments and update calendar.
- Compose and type regular correspondence, like invitations and informative material.
- Develop and maintain a filing system.
- Greet and provide general support to visitors.
- Develop, implement and improve office policies and procedures.
- Act as the point of contact between the executives and internal/external clients
- Undertake the tasks of receiving calls, take messages and routing correspondence
- Handle requests and queries appropriately
- Monitor office supplies and research advantageous deals or suppliers
- Produce reports, presentations and briefs



❖ **Position / Company / Location**

Administration Officer, Sheikh Khalifa Medical City, Abu Dhabi

From

To

May / 2009

Nov/2015

Key Responsibilities:

- Personal Effectiveness & Team work
- Computerized Hospital Information System
- Insurance benefit verification
- Extensive experience with billing procedure
- Provide high quality customer service
- Complete Admissions, Registration and Scheduling (ARS) processes using
- Perform cashiers duties
- Update office policies as needed
- Maintain a company calendar and schedule appointments
- Ensure prompt ordering and stocking of medical and office supplies
- Answer queries from doctors, nurses and healthcare staff
- Develop and implement effective policies for all operational procedures
- Stay up-to-date with healthcare regulations
- Serve as a liaison among governing boards, medical staff and department managers.
- Organize, control and coordinate services as per the hospital board regulations.
- Authorize admissions/treatment as per agreed protocols.
- Communicate medical results to patients under clinical supervision.
- Oversee the development and implementation of programs and policies for patient services, quality assurance, public relations and department activities
- Answer queries from doctors, nurses and healthcare staff



❖ **Position / Company / Location**

Customer Care Agent, Etisalat, Abu Dhabi

From

To

June 2007

May 2009

Key Responsibilities:

- Reception of Telephone Inquiries.
- Answer calls professionally.
- Respond to customer inquiries.
- Research required information using available resources.
- Handle and resolve customer complaints.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.



❖ **Position / Company / Location**

Secretary, Bin Moussa Group, Abu Dhabi

From

Oct/ 2006

To

Dec/2006

Key Responsibilities:

- Preparations of documents and Reports.
- Maintain the document registers of critical documents e.g. the controlled copies of the safety critical documents.
- Arranging the scanning and copying of documents for input into system (as required).
- Receives incoming mail, correspondence and faxes. Ensures that daily correspondence is organized and privatized for Financial Controller's attention. Maintains and updates a comprehensive filing system for the department ensuring that documents are maintained in a record.

❖ **Position / Company / Location**

Airline Reservation Agent, Al Zaabi Travel, Abu Dhabi

From

Mar/ 2006

To

Aug/2006

Key Responsibilities:

- Reservation Tickets.
- Data Entry.
- Checking Baggage.
- Ticketing for Hotel.
- Assisting and advising customers who may be choosing from a variety of travel options.
- Making reservations for customers based on their various requirements and budgetary allowances.
- Checking the availability of accommodation or transportation on the customers' desired travel dates.
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest

❖ **Position / Company / Location**

Data Entry & Checker, National Bank of Abu Dhabi, Abu Dhabi

From

Jan/ 2006

To

Mar/2006



Key Responsibilities:

- Verifying data and preparing materials for printing.
- Compare data with source documents, or re-enter data in verification format to detect errors.
- Locate and correct data entry errors, or report them to supervisors.
- Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto tapes or disks for subsequent entry, using keyboards or scanner

Education & Certification:

2001: Alaska computer center, (Microsoft Window)

2003: Sheikh Mohammed bin Rashid al Actium IT Education Project in (Flash MX, IT)

2007: Diploma of Business Administration and Computer Information System - Double Major-
2 years- Diploma Program of Science (B.SC) from Emirates College of Technology – Abu
Dhabi

2007: Diploma from Amadeus in (touring & traveling)

2009: Select Training and Management Consultancy (Client Service).

2010: Sheikh Khalifa Medical City courses (English speaking & Grammar, Discourse Analysis).