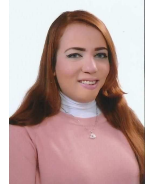


Amira Ammar



Professional Summary

Organized and dedicated Manager with proven track record of providing exceptional customer service in a fast-paced environment. Offering keen attention to detail and strong decision making skills to manage multiple, concurrent tasks. Self-motivated work ethic with the ability to perform effectively in independent or team environments.

Email: amira.ammar7@gmail.com
Tel : +971529001521
Dubai, United Arab Emirates
Visa Status: Resident Visa
Date Of Birth: 16/06/1989
Marital status : Single
Nationality : Egyptian

EXPERIENCE

Call Center & CRM Supervisor

Dubai Islamic Bank / Madinat Badr Real Estate

12/2019 – Present Dubai, UAE

- Manage the call center to achieve quantitative and qualitative objectives
- Plan and implement the overall strategy
- Track and measure productivity and compare to benchmarks
- Offer solutions for improvement
- Identify bottlenecks and suggest solutions
- Manage and train other call center staff
- Ensure employee satisfaction
- Build relationships with staff and clients
- Create a welcoming and motivating environment for employees
- Oversee the call center altogether
- Ensure the CRM handover guidelines follow up done with the client.

Senior Admin CSR /Call Center Agent

Noon Emaar Dubai

10/2017 – 05/2019 Dubai, UAE

- Received callers providing exceptional listening skills to determine the nature of their call in order to clearly and precisely address their inquiries in a professional manner
- Maintained quality control seeking new ways to improve customer service.
- Resolving service, pricing and technical problems for customers by asking clear and specific questions.

Senior Customer Services /Call Center Agent

RTA HQ Dubai

10/2015 – 10/2017 Dubai, UAE

- Managed route schedules to maximize time and fuel efficiency
- Created customer satisfaction survey utilizing Microsoft Word to drastically reduce potential problems
- Overseeing call center employees to ensure customer satisfaction goals were consistently met.

SKILLS

- Knowledge about products and services
- Calendar and database management
- Organization
- Willingness to go the extra mile
- Billing and similar procedures
- Inventory control
- Research and problem solving
- Customer service
- Clear communication
- Professionalism
- Expert training; Flexibility and efficiency
- Patience
- Attention to detail
- Confidentiality
- Multi-tasking ability
- Good listening skills
- Outgoing
- Empathy
- Positive attitude

EDUCATION

B.sc Education of Art

Alexandria University

/2012 Alexandria, Egypt

(HRP)Human Resource
Professional Diploma
ONLINE WEBSITE (ALISON)

01/2014 – 01/2015
Alexandria, Egypt

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

License

Driver's license : UEA

Retail Sales

Zara

01/2013 – 05/2015 Alexandria , Egypt

- Achieved company targets by 85% through exceptional convincing power.
- Realized self-targets by 100% following merit in strategic sales planning and execution.
- Reorganized the inventory, making the system 58% more efficient than before.

Call Center Agent

Vodafone Egypt

01/2011 – 01/2013 Egypt

- Overseeing call center employees to ensure customer satisfaction goals were consistently met.
- Developing all process controls and metrics for daily management of the Call Center.
- Resolving service, pricing and technical problems for customers .