



# RAMI KHALED HASSAN

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Ajman,UAE

## Skills

Report Preparat

Customer Complaint  
Resolution

Performance Monitoring

Call Volume Analysis

Insurance Knowledge  
Customer Accounts

## Objective

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty

## Experience

Zain sudan

12/10/2017

Call center agent

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• Verified accurate responses to questions and inquiries by maintaining advanced product knowledge.

30/8/2019

• Responded to customer requests for products, services and company information,

• Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations,

• Delivered exceptional customer service to every customer by leveraging • • extensive knowledge of products and services and creating welcoming, positive experiences.

• Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.

• Recommended products to customers, thoroughly explaining details, Maintained user account data by initiating account access and establishing in database.

• Adhered to company policies and scripts to consistently achieve call-time and quality standards.

• Educated customers on company systems, form completion, and access to services.

## Education

El Imam El Mahdi University

2012 \_

Faculty of public Health

2017

Bachelor