



# RAMI KHALED HASSAN

@ Ramikhaled888@gmail.com

0508269679

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** -
- 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