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Summary

I worked as a CRM manager for more than 10 Years in few respectful large organizations, last one was DAMAC, in my Job i was responsible for many CRM tasks including refunds to customers, customer Satisfaction follow ups, handle customer complains

During my work I have developed strong skills in customer relationship strategies, effective communication, and creative problem solving.

Experience



Collections Executive

DAMAC Properties

Jan 2019 – Feb 2022

Monitors closely the customer outstanding balances to ensure a reduction dispatching of the invoice to customer with 100% accuracy and agreed terms

- Follows up with overdue invoices by telephone, email, and letters within agreed timescales
- Meets client and handles disputed invoices & negotiates to bring payment within the agreed terms
- Maintains accurate records of all payment follow up activities
- Responsible for monitoring late payments and discontinue providing services and start legal action to collect the money owed (if necessary)



Customer Relationship Management Specialist

DAMAC Properties

Mar 2017 - Jan 2019

Planned and delivered Customer Relationship Management strategies across the organization to retain existing customers, increasing brand loyalty, and expanding the company brand.

- Collaborated with other departments to ensure that the CRM strategy works well for every aspect of the business
- Ensured smooth Handover process for all clients to gain customer satisfaction
- Solved major issues and complaints of unsatisfied clients and gained their satisfaction
- Coordinated with projects team and contractors to make sure that units are ready and match quality standards before completion
- Inspected ready units along with the customer during home

orientation

in the final stages of handover and made sure that a detailed snagging was carried out, and followed up with the contractors and consultants to see if the work is completed properly

- Assisted customers in final payments, Land registration/Transfer procedures

- Handled all communications to customers by updating them on the completion dates, payment schedules, and project construction updates

- Assisted customers along with the maintenance and quality assurance team in the defect liability period

- Assisted in Oqood creation in the Dubai Land Department online site for

transfer of properties



Customer Support Specialist

My Franchise Market

Jan 2007 - Jan 2016 (9 years 1 month)

YM Franchise (ETAM-JULES-

DEVRED-ZARA-MASSIMO DUTTI)

Sales target systematically exceeded by 20%, visiting trade shows in France to keep up with new Products and maintain industrial contacts, prospecting new customers, sales forecasts and strategy to attain, telephonic posting of potential customers, drafting sales proposals and filling contracts.



Store Manager

Maintaining high level of customer service, meeting quarterly sales target, keeping up with the industry updates, securing the sophistication of the store and staff look and evaluating quarter policies with the top management.



Customer Relationship Management Specialist

IBM

Feb 2004 - Jan 2006 (2 years)

Managing existing customer's accounts, up selling new products, maintaining constant communication with the clients and handling all their complaints.

Education



EURELC, FRANCE NANCY HIGH SCHOOL

BACHELOR'S DEGREE Technical Commercial Degree in EURELC, FRANCE

NANCY HIGH SCHOOL CERTIFICATE, Technical Commercial

2001 - 2003

Skills

arabic • contract management • crm • customer relations • customer satisfaction • customer service
• dispatching • French • English • Spanish