

Nedaa Mahmoud Shurrab

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Professional Profile	<p>Genuine people and person, care enough to put others' priorities before mine. Customer service is not a job, it is a mind set, attitude, a dream to better in understanding the human needs. Business needs to focus on the person who acts as customer service management and hire the one with true passion in serving others.</p> <table><tr><td><ul style="list-style-type: none">▪ High & professional Customer Service - Trainer / Supervisor▪ Incident manager , IT help desk supervisor▪ Sales & Leasing , Facility management▪ Event Coordinator▪ Very good skills using Avaya & cisco telephone system▪ Very good skills using Maximo as FM system</td><td><ul style="list-style-type: none">▪ Professional Contact center Trainer/ Team leader▪ Motivator - customer & employee satisfaction focus▪ HR Assistant with full understanding of Labor law.▪ Sales & marketing Admin▪ Very good skills using the Master key as a Sales & Leasing system.▪ Very good skills using a CMS supervisor as a reporting system.▪ Very good skills using Remedy & Service Now as an IT application system.</td></tr></table>	<ul style="list-style-type: none">▪ High & professional Customer Service - Trainer / Supervisor▪ Incident manager , IT help desk supervisor▪ Sales & Leasing , Facility management▪ Event Coordinator▪ Very good skills using Avaya & cisco telephone system▪ Very good skills using Maximo as FM system	<ul style="list-style-type: none">▪ Professional Contact center Trainer/ Team leader▪ Motivator - customer & employee satisfaction focus▪ HR Assistant with full understanding of Labor law.▪ Sales & marketing Admin▪ Very good skills using the Master key as a Sales & Leasing system.▪ Very good skills using a CMS supervisor as a reporting system.▪ Very good skills using Remedy & Service Now as an IT application system.
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Professional Accomplishments	<p>Customer service / Team Management</p> <ul style="list-style-type: none">▪ Dealing with the public by responding to public inquiries in various areas of Bank's, Corporates, Real Estate and other services▪ Handling complaints and suggestions from customers and provide the highest levels of customer service to the public.▪ Manage and train of a customer service team to deal with the technical problems faced by employees and customers by using technology oriented to customer service.▪ Manage IT & customer service KPI to 99.5 %for several months from 2012 to 2014 <p>Sales & Marketing</p> <ul style="list-style-type: none">▪ Market banking products, Real State and Training courses, through the phone and respond to customer inquiries via email (Telemarketing)▪ Search for new marketing strategies such as marketing through social media and other modern methods.▪ Build relationships with customers before and after the sale to improve the level of service and product to gain more customers and work on continuity of existing customers. <p>Office Manager/ Events Management</p> <ul style="list-style-type: none">▪ Manage of employees files and process Labor ministry paper work with company representative, in addition to coordinate with accounting for holiday's application and staff salaries		

	<ul style="list-style-type: none"> Establish a system for human resources training Institute of processing jobs, contracts, permits, and other forms, in addition to creating a form for tracking. Petty cash system (accounting system). Coordinate Training courses and Event as per the agenda, pay attention to all the details of the training needs, from training room, buffet, and training tools Coordinate with clients and trainees, of all their papers, and their payments as agreed Facilitate clients, trainees requests / inquires to ensure better customer service
Work History	<p>October 10, 2015 Marketing & Sales / Assistant manager, Mohamed El Tayeb Training Institute, Abu Dhabi</p> <p>May 1, 2012 Contact Center Team Leader / Incident manager, at Tourism Development & Investment Company, Abu Dhabi</p> <p>February 7, 2011 Corporate Contact Centre Agent, at Tourism Development & Investment Company, Abu Dhabi</p> <p>March 1, 2010 Complaint Resolution Unit Analyst , At Abu Dhabi Islamic Bank, Abu Dhabi</p> <p>August 19, 2008 Call Center Agent, At Abu Dhabi Islamic Bank, Abu Dhabi</p> <p>June 9, 2007 Administrative assistant , HR Department At Al Dhafra Irrigation System Company, Abu Dhabi</p>
Personal Skills	<ul style="list-style-type: none"> Good in presentation and demonstration. Self-motivated and quick learner with strong analytical problem-solving capabilities Creative individual with Science background. An excellent trainer and support provider to the team of work.
Education & Certificates	<p>Information Technology Diploma, Merit: very good Ajman science and Technology University Ajman December 31, 2006</p> <ul style="list-style-type: none"> ICDL certification – March 2007 ISO 9001:2000 certificate - July 2008. Professional Business Writing Skills certificate - February 2010. Configuring & Administrating Windows 7 Certificate - November 2011. Sanid : Emergancy response level 2. Sanid: Emergancy response Level 3 Creative Thinking Dec 2016. Life coaching Level 1 & 2. Digital Marketing March 2016.

References	[References are available upon request.]
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