

IBTISSAM EL HARKATY

Al Nahda. Sharjah UAE

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Desired Position:

Customer service

Objective:

To enhance my personal development in the service industry, by joining a reputed companies.

Personal Profile:

A very adaptable individual with multiple people oriented skills as well as extensive service, hard worker eager to learn more and very ambitious, effective within a team.

Work Experience:

- Company Name : Grabatel
- Period : From June 2020 till may 2021
- Position : Processor
- Location : DUBAI , UAE

Duties & Responsibilities:

- ✓ Processing orders in the system /verification, submission, updating order,
- ✓ activation.....
- ✓ Assisting customers to fill out the application.
- ✓ Following up with customer and the agent during The process.
- ✓ Handling customers problems/ sim card issues, installation, connection problem,
- ✓ bills.....
- ✓ Making tracker /updating files submission and activation orders of the month.

- Company Name : Dream Communication
- Period : From September 2014 Up To may 2019
- Position : Assistance Operation Manger

- Location : DUBAI , UAE

Duties & Responsibilities:

- ✓ Distinguished customer service and oral communication skills Handling and receiving
- ✓ cash received from customers/clients
- ✓ Assigned tasks to associates, assigned projects, tracked progress and updated
- ✓ managers, partners, and clients as necessary Entertain clients/customers/guests
- ✓ Completed and mailed bills, contracts, policies, invoices, and checks.
- ✓ Collected and reported monthly expense variances and explanation

- Company Name : Electro Typing Center
- Period : From January 2013 To 2014
- Position : typist
- Location : Abu Dhabi, UAE

Duties & Responsibilities:

- ✓ Transfer data from paper formats into digital files or database systems
- ✓ Transcribe documents from dictated tapes
- ✓ Take notes at meetings with manager and others to create detailed texts
- ✓ Edit completed work for grammar, spelling and punctuation
- ✓ Create spreadsheets and presentations, combining various data from existing files

Personal Data:

- Gender : Female
- Place of Birth : Beni Mellal Morocco
- Date of Birth : 20 Nd September 1992
- Nationality : Moroccan
- Marital Status : Married
- Languages : Arabic (Mother Tongue), English, French

Educational Attainment:

High School

Humanities and sciences option

sciences Ministry of Education

Beni Mellal Morocco

Diploma of hotels and Receptionist

Beni Mellal Morocco

Skills and Interest:

- ❖ Proficiency in MS Office (Word, Excel, PowerPoint , Access)
- ❖ Basic Concepts of IT
- ❖ Driving and typing skills

Ibtissam El Harkaty

Applicant