

Kholoud Salem

Dubai

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Nationality: Emirati

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PROFESSIONAL SUMMARY

Approachable individual confident at providing quality customer service in various environments. Clear communicator and active listener with focus on relationship building. Possesses selling abilities and query management skills.

WORK HISTORY

DHA - Call Centre Agent

Dubai, UAE

09/2021 - 02/2022

- Logged call details and customer information in secure systems, improving data collection measures.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Attended regular product training to enhance customer advice.
- Established follow-up call systems to effectively resolve complaints and maintain customer loyalty.
- Used outstanding problem-solving and communication skills to appease dissatisfied customers.
- Increased client retention by building instant rapport and establishing customer trust.
- Recommended call routing strategies, reducing average on-hold times.
- Collated and extracted customer data for reporting purposes, aiding progress and performance monitoring.
- Maintained accurate knowledge of current services to provide informative customer advice.
- Achieved daily performance targets, aiding department progression towards sales goals.
- Maintained accurate records to simplify information flow between customer service and account management teams.

SKILLS

Practical problem solver

- Online customer service
- Inbound call handling
- Customer communications

EDUCATION

Asma Bint Al Nouman High School

Dubai

LANGUAGES

Arabic: Native language

English: B2

Upper intermediate