



SUMMARY

Dynamic and service-oriented supervisor with more than 4 years of rich experience within customer service industry. Possess exceptional skills in dealing with multicultural clients, delivering service at the highest quality standard, ensuring customer satisfaction and performing effectively under work pressure.

Hardworking, dedicated, quick learner and adaptive team player with outstanding communication, interpersonal, analytical, problem solving and time management skills.

EXPERIENCE

Dubai Health Authority

2018 - 2019

Customer Service Supervisor - Team leader

- Handling the new Chat project and responsible for the team and email project integration.
- Responsible for agents' performance (Monitoring, coaching, floor support, feedback...).
- Working as a part of the Complaint Handling team where I receive, validate, log the complaints on the system through all channels (Calls and Email) and follow up till closure, and handling escalated calls and issues.
- Always initiating new ideas and new ways of doing things to improve the service level and process, employees and customers satisfaction.
- Monitoring, evaluating, and training new staff on customer service skills, telephone skills and using registration systems (Cosmo, Gynesis, CRM)
- Audit the process to ensure all issues are solved up to the patient's satisfaction and in line with the DHA rules and regulations.

Dubai Health Authority

2017 - 2018

Customer service representative

- Handling different DHA facilities inquiries(Health regulation, Medical Fitness, Primary Health Centers, Hospitals, Health Funding ...)
- Assisting professionals and facilities through website and online systems and solving their issues.
- Registering customers' complaints and take-required actions immediately if possible.
- Assisting new agents by giving support, refreshment and training.
- Updating information, documents and data base to improve the process and the services.
- Assisting training department in data gathering.
- Doing floor support whenever TLs are not in the floor or when we have new joiners.

Sales Executive / Customer Service

- Offering customers products and services.
- Performing administrative functions.
- Responsibility of dealing with customer complaints.
- Take charge of the customer by pointing him/her in the direction of what he/she is looking for.
- Maintains customer rapport by explaining estimates and expected return of products; obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns.

EDUCATION

University of Abd el Hamid Mehri, Constantine, Algeria	2017
Bachelor of Science: Sports and physical education	
Bouhanna Messaoud intermediate school	2014
Baccalaureate in science	

SKILLS

Communication. Team work. Leadership. Problem solving.
Excellent people management skills. Technology and computer skills. Fast learner.
Ability to work under pressure. Very pleasant personality. Quality and productivity improvement.

LANGUAGE

Arabic, mother tongue.

English, Excellent.

French, Excellent.

ADDITIONAL INFORMATION

I have experience as football coach and Physical Education Teacher back home in Algeria.

I worked as a coach in Ajyal Football Academy -Sharjah.

I play football professionally in UAE.

DECLARATION

I affirm that the above mentioned data are true to the best of my knowledge and belief. I also affirm that I will full fill my obligation effectively and efficiently.