



HADEER YOUSEEF

CONTACT

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Al Nahda, Dubai, U.A.E



PERSONAL DETAILS

Marital Status: Married.

Visa Status: Resident Visa.

D.O.B : 6th March, 1989.

Egyptian.

EDUCATION

Faculty of Science Grade
Very Good.

KEY SKILLS

English



Arabic



Customer Service



Problem Solving



Teamwork



PROFILE

Versatile and experience for agility, ability to communicate with customers and provide exceptional service that endures client retention and positive feedback. Proven ability to provide quality service in a multifaceted company and implement additional process that drives profitability.

PROFESSIONAL EXPERIENCE

Sep 2020 – May 2021 (1 Year)

CALL CENTER AGENT

Teleperformance (Dubai Health Care Authority Project)
Dubai, U.A.E

- Handle & Resolve The Inbound & Outbound Calls For All Patients.
- Help customers with complaints and questions.
- Book patient's appointments with doctors.

2015 – 2018 (3 Years)

GENERAL ACCOUNTANT

AMEG Company (Company for Medical Equipment)
Dubai, U.A.E

- Analyze Business Operations, Costs and Revenues
- Record the debit and credit for all customers and all suppliers being dealt with

2013 – 2015 (2 Years)

TECHNICAL SUPPORT

IDM Company (Company for Oils for Greases)

- Attend in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems
- Assist management in creating training materials pertaining to computer troubleshooting and usage

2010 – 2013 (3 Years)

MEDICAL REPRESENTATIVE

EGY Pharma Company (Pharmaceutical Company)

- Promote and sell the company's products, like pharmaceutical drugs, medical equipment for doctors and provide advice and introduce new products.
- Organizing appointments and meetings with doctors and the company staff.

SKILLS

- ✓ Able to work as part of a team or independently with little or no supervision
- ✓ Flexible and can be able to work in a multicultural environment
- ✓ Superb interpersonal skills and exceptional ability towards greater customer satisfaction
- ✓ Excellent communication skills
- ✓ Ability to work under pressure

STRENGTHS

- ✓ Self motivated and ability to communicate with other staff and motivate them
- ✓ Problem solving and decision making
- ✓ Good Analytical skill and a Quick Learner
- ✓ Focused on minute details

REFERENCES

Can be provided upon request

DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge.

Hadeer Youseef