



GHADA SAMIR FATHY HUSSEIN EL-SAYYAD

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE FOR ETIHAD WATER AND ELECTRICITY

Excellent performance with average score 98% of successful calls

(November 2020 – active)

-handling high volume of inbound calls received from the northern emirates ranging from queries, complaints and emergency calls.

- responding to customer emails and making outbound calls to resolve the customer issues and cases they have with the concerned departments and providing a direct link and updates to the customers cases.

-ability to solve the customers issues through the first call by extracting necessary details from the customer's account and concluding with reasonable solutions.

-multitasking with various complex systems during the call and adapting to different customers and scenarios.

-Adaption and finding intuition with the given office software and the ability to grasp vast amounts product knowledge, rules and processes regarding electricity and water in the northern emirates.

SALES ADSL CONTRACTS AT ORANGE

(July 2019 - January 2020)

-Communicated with customers, team members, and superiors to reinforce proper

-Multi-tasked between job duties while maintaining an organized environment.

-Made follow-up calls to customers to ensure satisfaction and to offer additional products.

-Accomplishments: achieved my target sales since day one.

SENIOR OPERATION MARKETER AT I-FRIENDS COMPANY

(January 2018 - June 2019)

-Create & maintain metrics reports on marketing & sales activities, effectiveness and business impact.

- Analyze sales data to develop insights& make recommendations on areas for optimization.

-Evaluate new technologies add-on applications to improve and optimize marketing team performance.

-Launching personalized notebooks with different designs and labelled with names, which were displayed in most important bookstores and stationary stores. Such as Elshorouk, Alef, Diwan bookstores as well as Samir & Ali, Alwan and On the Run.

SKILLS

- Prioritization and problem-solving
- Organization and planning
- Emotional Intelligence
- Competency with SAP systems (CRM-ERP) and MS office
- Previous experience in customer support role
- Track record of over-achieving quota
- Strong verbal communication skills along with active listening
- Customer focus and adaptability to different personality types
- Ability to multi-task, set priorities and manage time effectively
- Fluency in both Arabic and English languages

CONTACT

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DUBAI, UNITED ARAB
EMIRATES



EDUCATION

BCs finance and
investment portfolio
management.
6 of October University