



Amal Alaa El Din

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Additional Skills

Additional Skills

Computer Skills:

- ☑ Windows, Microsoft Office Package 2003
- ☑ Internet searching skills
- ☑ Business mail correspondence

Personal Skills:

- ☑ Presentable
- ☑ Can work under pressure
- ☑ Self-motivated and independent
- ☑ Very good communication skills
- ☑ analytical thinking and ability to solve problems
- ☑ ability to work independently or as

Professional Summary

Seeking a challenging and responsible position in a professional Environment, where should I have the opportunity to make a positive Contribution to myself, achieve personal development, career and building the success of the company while I experience advancement opportunities

Work Experience

Present

Receptionist in Thumbay Hospital Ajman

As the front of house and often first point of contact for external visitors, a Receptionist job description should include:

- Diary management and management of meeting rooms
- Possibly handling event coordination, both internally and externally
- Handling queries and complaints via phone, email and general correspondence
- Greeting all visitors
- Transferring calls as necessary
- Possibly managing office supplies such as stationery, equipment and furniture
- Performing ad-hoc administration duties
- Maintaining office services as required (such as cleaners and maintenance companies)
- Receiving and dispatching deliveries
- Assisting with mail as required
- Taking and ensuring messages are passed to the appropriate staff member on a timely basis
- Assisting the HR team with recruitment, on-boarding and termination processes

01/04/2020 to 03/08/2020

Dubai Health Authority, United Arab Emirates (Temp contract)

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Identify and escalate issues to supervisors.
- Process orders, forms, and application
- Route calls to appropriate resources
- Document all call information according to standard operating procedures
- Recognize, document, and alert the management team of trends in customer calls
- Follow up customer calls where necessary
- Upsell products and services
- Complete call logs and reports
- Other duties as assigned

05/2018 till 01/2020

Flight Attendant in FlyAdeal , Saudi Arabia

- Attend preflight briefings on details of the flight
- Ensure that adequate supplies of refreshments and emergency equipment are on board
- Assist in cleaning the cabin between flights
- Demonstrate the use of safety and emergency equipment
- Ensure all passengers have seatbelts fastened and ensure other safety requirements are met
- Serve, and sometimes sell, beverages, meals, or snacks

a part of team.

personal information

- Date of Birth:15/3/1992
- Place of Birth: Alexandria
- Nationality: Egyptian
- Gender: Female

Take care of passengers' needs, particularly those with special needs
Reassure passengers during flight, such as when the aircraft hits turbulence
Administer first aid to passengers or coordinate first aid efforts, when needed
Direct passengers in case of emergency

07/2015 till 07/2017

Customer Service Representative in SutherLand Global service LLC

- Key-focus area and experience spectrum:
- oHandles customer questions, complaints, and billing inquiries.
 - oActivation of new customer accounts on a computer terminal
 - oMaintain good relationship with our existing customers.
 - oScan and identify sales opportunities.
 - oAssist in training new employees.
 - oPerforms other Business related Tasks

Education

07/2011 till 07/2015

Faculty of Arts English Department

The Department of English offers a Bachelor of Arts in English Language and Literature with concentrations in language or literature. Courses in literature and language analyze global intellectual and cultural traditions, ideals and values in order to enhance self-understanding and empathy for others; explain how societies are defined in relation to culture, nationality, race, ethnicity and gender; and analyze and explain implied and expressed

Languages

English	—	fluent
Arabic	—	Native
French	—	Good

References

Available upon Request