

ranayza86@gmail.com



(055) 880-4356



Abu Dhabi, Abu Dhabi



AYZA
RANA



Guest Services Representative

EDUCATION

SIERRA COLLEGE

Rocklin, CA

Associate in Arts (A.A.)

Recreational Management (Sep 2013)

MEDINA TOWN COLLEGE

Faisalabad, Punjab

High School Diploma (May 2004)

ADDITIONAL SKILLS

Excellent Customer Service

Microsoft Office

Team Player

Multitasking

UAE Driver License

CERTIFICATIONS

Medical Assistant Diploma USA Dec 2007

Certified Medical Coder UAE Jan 2021

CAREER OBJECTIVE

Detail-oriented professional with 7.5+ years of experience and a proven knowledge of conflict resolution, customer needs assessment, and customer satisfaction. Aiming to leverage my skills to successfully fill the Guest Services Representative role at your company.

EXPERIENCE

GUEST SERVICES AGENT (RESERVATION AND TICKETING)

Etihad Airways, Abu Dhabi Airport, UAE.

Aug 2018 - Jul 2020

- Assemble and issue required documentation, such as tickets and itineraries.
- Answer inquiries regarding information such as schedules, accommodations, procedures, and policies.
- Confer with customers to determine their service requirements and travel preferences.
- Sells additional services by recognizing opportunities to up-sell tickets, explaining new features, fulfills requests by clarifying desired information, and completing transactions

CALL CENTER AGENT

Etihad Airways, Al Muneera Island, Abu Dhabi

Jan 2016 - Jul 2018

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Refer unresolved customer grievances to designated departments for further investigation.
- Answering constant and high volume of calls from customer regarding tickets and reservations effectively.

- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls. Implement upselling strategies to customers to increase sales volumes and profitability

HUMAN RESOURCES INTERN

World Fuel Inc., Doral, Florida USA

Sep 2014 - Jun 2015

- Create new hire folders and orientation paperwork and create and organize existing and new employee files
- Post and update online job openings and answer email queries and scheduling interviews with job candidates.
- Set up desk supply kits for new employees, updated the data and information required in records whenever changes happened.
- Assisting on the implementation of the programs for the development of Human Resource.

STORE SUPERVISOR

US Wireless Cellular CO. , Sacramento, CA USA

Oct 2011 - Mar 2014

- Direct and supervise employees engaged in sales, inventorytaking, reconciling cash receipts, or in performing services for customers.
- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Plan and prepare work schedules and keep records of employees' work schedules and time cards.

ACHIEVEMENTS

Top Seller: Call Center
Glamorous Gold Winner October 2016

Shukran Award: Call Centee
Inspirational Customer Service March 2017

Top Seller: Airport Ticketing
Shukran Star of the Month March 2019

Top Seller Team: Airport Ticketing
Shukran Star of the Month September 2019

