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Abu Dhabi, Abu Dhabi



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**

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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

