



ANNA AZIZA

+971507489362

anna.aziza.26@gmail.com

JOB OBJECTIVE

To excel in organization where there are opportunities for professional and personal growth which provides to be beneficial for the organization its affiliates and associations.

PROFESSIONAL PROFILE

- Experienced and skilled Airport Passenger service agent providing exemplary customer service in the facilitation of airline travel plans. Comfortable with ticket check -in security and baggage claim.
- Familiar with airline regulations and passenger safety and looking to learn more with a prospect that offers growth and opportunity.
- Experienced with flight booking and problem solving.
- Experienced in car Rental Company.
- Effective communication and interpersonal skills.
- Sales promotion and various in call center.
- Experienced in hospitality environment by providing good customer service.
- Experienced in bank as customer service.

ORGANIZATIONAL EXPERIENCE

2020-Swiss Auto Service Dubai - call center supervisor

- Answering telephone calls; interviewing clients; verifying information.
- Informs clients by explaining procedures; answering questions; providing information.
- Accomplishes sales and organization mission by completing related results as needed.
- welcoming the customers by providing a good customer service
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems most important job was in SWISS AUTO SERVICE.
- Taking appointments for customers' car, providing quotation of parts, sales the warranty, service contract, and insurance

2019-2020-Europ Car – Customer Service Agent (UAE)

- answering Greet clients as they arrive at the office and inquire into their purpose of visit
- Respond to clients' questions and concerns regarding available vehicles for rent
- Show clients available vehicles and provide them with insight into the pros and cons of each
- Assist clients in deciding which vehicle to rent based on budget limitations and personal preferences
- Obtain client information such as name and contact say by assisting them in filling out forms
- Ascertain that all supporting information and documents are available at the time of client registration
- Provide clients with heads up about rental rules and regulations, including vehicle care and on time returns policies
- Follow up on clients to determine if they have received good service and provide them with information on new vehicles added to the rental fleet

2018-2019- German experts call center agent, customer service and receptionist (UAE)

- Answering telephone calls; interviewing clients; verifying information.
- Informs clients by explaining procedures; answering questions; providing information.
- Accomplishes sales and organization mission by completing related results as needed.
- welcoming the customers by providing a good customer service
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions;
- Escalating unresolved problems most important job was in German experts: taking appointments for customer's car, providing quotation of parts, sales the warranty, service contract, and insurance.

2015-2018 -Thrifty Car Rental Counter Sales Agent (UAE)

- Interacts with a customer to provide them with information on their inquiries regarding products and services.
- Attending telephone calls, answering their inquiries and reservations or other concern.
- Arranging customer vehicle requirement.
- Informing them the required documents to open a contract for hiring a vehicle.
- Verifying required documents such as passport copy, visa page or entry stamp identification, driving license and valid credit card or IPO
- Making new client accounts, maintaining customer accounts implementing changes to existing accounts, and filing documents and other paperwork.
- Assisting customers who have other complaints or service problems.
- Interacts with a customer to provide them with information on their inquiries regarding products and services.

2014 Airport Customer Service Agent Sais Fez

- Coordinated flight schedules with passenger requests.
- Deal with any customer service issue as necessary.
- Made reservations and helped passengers find deals.
- Tracked information on flight bookings and cancellations.
- Handles online reservations and prepared related documentation of booking.

2012-2014 – Web Help call center

- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities
- Accomplishes sales and organization mission by completing related results as needed.

2011-2012 - Receptionist at Hotel Sofitel

- include checking guests in and out
- issuing keys
- taking reservations by telephone or email
- preparing bills and dealing with payments
- Provide guests with information, answer their queries and deal with complaints.

2010-2011 – Training in Bank (Attijari wafa bank)

- Greeting customers
- responding to questions
- Help customers open and manage their bank accounts and finances
- Advise clients on financial services and resolve issues
- Reach out to prospective customers to sell our services

Academic Credentials:

- **2009-2010:** Bachelor's degree in economy
- **2010-2012:** Technical degree of communication and marketing
- **2014-2015:** Certificate of air hostess & hospitality management

Computer skills:

- Conversant with Windows, MS Office, Microsoft outlook and Internet Applications.

Linguistic Abilities

- English: Excellent written and verbal Communication skills
- French: Native
- Arabic: Native

Personal Details:

- Date of Birth :13.11.1991
- Marital Status : Single
- Nationality : Moroccan
- Notice Period : Able to join immediately

Declaration

I hereby declare that the above-mentioned details are true and correct to the best of my knowledge and belief.