

Hadi Ashraf Khattab

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OBJECTIVE

A highly energetic and efficient individual with an extensive background in sales and customer service, Looking to secure a challenging and interesting position with a forward-thinking company, where I may have the opportunity to further develop my skills and knowledge.

EDUCATION

Bachelor in Tourism and Hospitality Management

City University College of Ajman (CUCA) • UAE, Ajman • 2018

Diploma in Business Administration

Computer College • UAE, Dubai • 2016

EXPERIENCE

Client Advisor

Christian Dior

February 2021 - Present, UAE, Dubai

Duties and responsibilities:

- Assist with reviewing and modifying client presentations.
- Manage referral marketing initiatives.
- Coordinate with clients to assess their requirements.
- Evaluate all client exposure and analyze all risks and determine appropriate products and services to improve business.
- Manage all communication with client and carriers and evaluate all quotes.
- Monitor all payments of clients and evaluate all invoices and policy and administer everyday services for product line and mitigate all risks.
- Maintain post sales services plan and ensure optimal quality and participate in various internal and renewal strategy meeting.
- Coordinate with all client representatives and monitor service workload.

Operation Specialist

Zara - Azadea Group

2017 - 2021, UAE, Dubai

Duties and responsibilities:

- Managing day-to-day operations.
- Optimizing operational processes and procedures for maximum efficiency while maintaining quality standards.
- Identifying ways to improve customer experiences.
- Overseeing the operations team and assigning tasks.
- Training new employees and ensuring that health and safety regulations are followed.
- Interacting with customers and suppliers, answering questions, and resolving issues.
- Tracking and reporting on operational performance.
- Maintaining policy and procedure documents.

Customer Service Specialist

Namshi Marketing Website

2016 - 2017, UAE, Dubai

Duties and responsibilities:

- Handle customers' queries about products or services professionally.
- Resolve products and services issues by determining the cause and offer the best solutions.
- Build customer loyalty by placing follow-up calls for customers who reported product issues.
- Efficiently document all call information according to standard operating procedures.
- Ensure availability of accurate and efficient accounts data needed for processing/reporting.
- Develop and maintain a respectful friendly relationship with colleagues and management.

Team Leader Assistant

Etisalat Call Centre

2015 - 2016, UAE, Ajman

Duties and responsibilities:

- Supervise the day-to-day activities of the team members.
- Listen to team members' feedback and resolve any issues or conflicts.
- Motivate team members, discover training needs, and provide coaching.
- Create an inspiring team environment with an open communication culture.
- Maintain good working relations with various departments to the process flows smoothly.
- Ensure that clients are kept happy and satisfied at all times by providing a prompt response.

Sales Executive**Del Monte Company****2013 - 2015, UAE, Sharjah****Duties and responsibilities:**

- Utilize professional sales techniques to persuasively communicate with clients.
 - Drive business development through proactive networking and relationship-building strengths.
 - Meet with existing clients and leads to discuss business needs and recommend optimal products.
 - Cultivate sales and new business opportunities in new markets to achieve bottom-line results.
 - Manage client correspondence proactively and record all tracking and communications.
 - Stretch area of responsibilities to extend assistance whenever needed.
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CERTIFICATIONS**Customer Service Excellence Training****2015****SKILLS****Personal Skills:**

- Time and Team management.
- Ability to work under pressure.
- Excellent communication skills.
- Ability to participate with the team.
- Able to work fast and also accurately.
- Ability to learn new skills and experience.
- Strategic planning & integrated communication.
- Problem-solving, decision-making, and analytical capabilities.

Computer Skills:

- Microsoft office.
- Social Media Channels.
- Email and Internet Explorer.
- English & Arabic keyboarding.

Languages:

- Arabic: Native.
 - English: Fluent.
 - Hindi: Good.
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REFERENCE**Available upon request.**