

CONTACT

Phone: +971559052753

Email: adelosmaann@gmail.com

Address: Dubai, UAE

LinkedIn: <https://www.linkedin.com/in/adel-osman-3746a6178/>

PROFESSIONAL SUMMARY

Dynamic and results-driven customer service leader with over 7 years of experience in managing customer relations, team leadership, and operational excellence in diverse industries, including **Aviation, Hospitality, E-commerce, and Entertainment**. Skilled in CRM tools like **Zendesk, HubSpot, and TrakCare**, with a proven ability to enhance customer satisfaction, streamline processes, and exceed performance metrics. Experienced in training, mentoring, and leading large teams to achieve organizational goals. Seeking to leverage expertise in customer happiness and operational management in a leadership role.

- CORE COMPETENCIES
- **Customer Experience Excellence:** Driving superior service and exceeding customer expectations.
 - **Team Leadership & Development:** Leading and mentoring teams to foster collaboration and growth.
 - **E-commerce Operations:** Managing workflows, order fulfillment, and online customer interactions.
 - **CRM & Technology Proficiency:** Skilled in Zendesk, HubSpot, TrakCare, iMix, and Property Management Systems (PMS).
 - **Data Analysis & Reporting:** Leveraging metrics to make data-driven decisions.
 - **Process Optimization:** Streamlining workflows to enhance efficiency and reduce costs.
 - **Budget & Resource Management:** Monitoring expenses and ensuring efficient resource allocation.

PROFESSIONAL EXPERIENCE

Telesales Agent (Part-Time)

August 2024 – January 2025

Limonist MetaTechnology

Dubai, United Arab Emirates

- Conduct outbound calls to potential customers, promoting and selling products or services.
- Identify customer needs and provide tailored solutions to meet those needs.
- Handle customer inquiries, resolve concerns, and provide information about products and services.
- Meet or exceed daily, weekly, and monthly sales targets set by the management team.
- Maintain and update customer information in the database, ensuring accuracy.
- Build and maintain strong relationships with new and existing customers.

Guest Relation Officer

July 2023 – July 2024

Deluxe Holiday Homes

Dubai, United Arab Emirates

- Oversaw guest check-ins, check-outs, and property inspections, ensuring exceptional customer experiences.
- Managed 807 properties across Dubai and Al Fujairah, coordinating maintenance and resolving guest issues.
- Improved operational efficiency by implementing standardized processes for guest services and property management.

PROFESSIONAL EXPERIENCE	Customer Service Operator	June 2020 – July 2023
	Pure Health	Dubai Airports, United Arab Emirates
	<ul style="list-style-type: none">• Manage the smooth handling of 5,000 to 9,000 passengers per shift, ensuring efficient service for individuals from diverse backgrounds and nationalities.• Provide exceptional customer service that reflects the company’s standards and the reputation of Dubai Airports.• Ensure passenger satisfaction from the moment they enter the concourse until they complete their PCR test.• Verify the accuracy of entered customer and account data by reviewing, correcting, deleting, or re-entering information as needed.• Purge duplicate data to ensure a streamlined and accurate database.• Train and mentor new staff, offering guidance to correct mistakes and assisting with handling challenging passengers.• Follow company policies and procedures to ensure smooth operations, reporting any necessary changes.	
	Guest Service Associate	February 2019 – May 2020
	Digi Photo Entertainment Imaging	Dubai, United Arab Emirates
	<ul style="list-style-type: none">• Greet guests upon arrival, ensuring they feel welcomed.• Capture and edit photos for guests using the VOS system.• Promote and sell products to guests, with a focus on upselling.• Record attendance and sales details, ensuring accurate and timely reporting to upper management.• Consistently meet or exceed daily, weekly, and monthly targets set by management.• Send daily reports to the management and reconcile financial transactions.• Represent the company at events in Abu Dhabi and Dubai, managing VIP guests (including football players, actors, ambassadors, and political figures).• Inspire and motivate the team to achieve peak performance and excellence in their roles.	
	Contact Center Agent	October 2017 – December 2018
	Limonist MetaTechnology	Cairo, Egypt
ACHIEVEMENTS	<ul style="list-style-type: none">• Handled high-volume inbound and outbound calls, achieving a 95% customer satisfaction rate.• Generated leads and increased sales through effective upselling and cross-selling strategies.• Maintained accurate records using multiple CRM systems, ensuring seamless customer follow-up.	
	<ul style="list-style-type: none">• Increased customer satisfaction scores by 20% at Pure Health by streamlining processes and addressing pain points through QR code-based surveys.• Exceeded sales targets at DEI by 15% through team motivation and data-driven strategies.• Successfully managed 807 properties with zero customer escalations at Deluxe Holiday Homes.	
EDUCATION	Bachelor’s Degree in Civil Engineering and Construction Management (Incomplete) Future University in Egypt 2012 – 2017	
LANGUAGES		
	<ul style="list-style-type: none">• Arabic: Native• English: Fluent	