



Saif Alameri

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Holding Own Residence Visa with (No Objection Certificate)

OBJECTIVE- PROFILE

- To obtain a position that will enable me to use my strong organizational skills, administrative and Over ten years of experience in the customer service, Call Center, and Sales background in a growing comma with room for advancement
- To enhance customer service relations and skills as a sales associate with potential career growth Dynamic, Effective communicator, attentive listener, patient and diplomatic negotiators
- To secure a challenging position that utilizes my years of experience, while allowing me the opportunity to grow professionally, sincerely enjoys working with people, in person and over the phone.

PROFESSIONAL EXPERIENCE

January 2019 **Noon** **Dubai, UAE**
Customer Service Specialist - Call Center

- Answer incoming calls and respond to customer's
- Helping to Resolving customer complaints based on the priority
- Be patient and calm whenever encountering clients complains and problems
- Creating Work Orders and place customer orders in the system
- Identify and escalate issues to supervisors / respective teams
- Provide service information to customers
- Take time to explain about our promotions and increase the up selling in positive vibe
- Process orders, forms, application and track orders for customers.
- Follow up customer calls where necessary
- Complete call logs and reports

May 2016 **Genesis PURE** **Dallas, TX**
(USA) Sales Support Associate Supervisor – Call Center

- Responsible for ensuring the Independent Business Owners (IBOs) and Members receive outstanding customer service and business support
- Efficiently and effectively responded to inbound inquiries regarding company policies, products, programs, promotions and events via phone calls and emails
- Performed outbound calls to ensure customer satisfaction, followed up and issued closure, and welcoming new IBOs and Members
- Had a clear and complete understanding of the Genesis PURE products and rewards plan, with an ability to field questions and find answers
- Been accountable for one's own actions/behavior, and consistently represented the company by displaying integrity, honesty, and trustworthiness
- Clearly communicated with the leadership team and provide daily updates on escalated issues, as needed
- Participated, contributed and assisted in team meetings and training sessions

October 2015 **William Sonoma, INC.** **Dallas, TX (USA)**
Customer Service Sales Representative

- Provided an outstanding customer service experience to callers and communicated all essential elements .
- Addressed customer issues and concerns regarding product and delivery information effectively.
- Responsible for understanding customer needs and making recommendations to help customer .
- Cross sold products and services for maximum customer and company benefit.
- Communicate current promotions to customers and helped increase sales
- Verified customer and inventory databases for orders and issued replacements and/or credits.
- Ensure customer satisfaction by following up with customers on outstanding issues
- Regularly communicate issues to management regarding customer concerns

Turnaround Coordinator Supervisor

- Managed all the operational activities for airline arrivals and departures focusing on safety, security and punctuality.
- Briefed all teams/crew leaders regarding requirements for each departure/arrival.
- Maintained customer first mentality and proactively mitigated issues jeopardizing delightful customer.
- Monitored all ground handling to ensure consistent delivery while adhering to all compliance and safety procedures

December 2011 Emirates Airlines , Lufthansa Airlines And Qatar Airways Dallas – TX (USA)**Passenger Service Supervisor**

- Monitored and communicated flight information and operation for on-time departure.
- Cross-trained in all aspect of operation from passenger check-in, boarding, baggage handling, and document verification.
- Provided resolutions to delay, cancellation and irregular operations.
- Directed and controlled people and equipment to efficiently complete tasks and within established company standards.
- Followed disciplined work schedules in line with established company standards.
- Monitored and conducted required training of personnel. Provided employee counseling and coaching as needed.
- Responsible for the security of all company funds, supplies and equipment.
- Maintained working relationship with customers and provide prompt response to service requests

June 2006**Sharjah Aviation Services****Sharjah,UAE****Passenger Service Agent**

- Greeting, check -in passengers and verify passengers' departure documents (passport and legal entry documents)
- Issue boarding pass and check-in passenger baggage
- Assist unaccompanied minors and seniors with special help
- Direct passengers to immigration office and/or departure gates
- Comply with all security requirements
- Reschedule passengers with flight interruptions or further services
- Resolve customers' complaints and other duties as delegated before boarding
- Boarding gate assistance, arrange all passenger on-board on time

PROFESSIONAL EDUCATION

- Board of secondary Education, Karachi, PK – High school Diploma of Arts (2001)
- Wedding Planner Certified (2015)

CERTIFICATION

- Wedding Planner Certified (2015)
- Computer Fundamentals, MS-Word, MS-Excel, MS- PowerPoint, Internet and Email
- SITA Departure Control System (SDCS) Form Mode For Check-in (DCF)
- IATA Dangerous Goods Awareness – CAT 10
- General Security Awareness Training
- Ramp Safety Awareness

TECHNICAL SKILLS

Microsoft Outlook , AS400, WordPerfect Practice CS, Quick Books, Maxi, MS Excel, MS PowerPoint, MS Access, Adobe Photoshop CS, Internet Browsing, Hardware and Software Installing, Social Websites

LANGUAGES

- English, Arabic, Urdu (Read and Write)

DRIVING LICENCE

- UAE & USA

NATIONALITY

- United State Of American

I do hereby solemnly declare that all that statement made above are true and correct to the best of my knowledge and belief.