



SHATHA BARAZI

CLIENTS ENGAGEMENT OFFICER
TEAM LEADER ASSISTANT

Available for immediate joining



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Sharjah, UAE



PROFILE SUMMARY

- Young, energetic and highly professional Team Leader, Customer Service, Retail Banking Executive, Client Engagement and Process Control Officer, Quality Assurance Officer, Contact Center Representative, with **8+ years of work experience**. Expert In the areas of team leading, business support, customer service, IT support services and allied services.
- Aspiring for a challenging and growth-oriented role to contribute highly to the organization growth and development, create values and increase business portfolio.



CAREER SNAPSHOT

- Clients Engagement Officer**
Company: **Commercial Bank of Dubai**
Tenure: **May 2017 – July 2022**
Location: **Dubai, UAE**
- Contact Center Representative/Team Leader Assistant**
Company: **Commercial Bank of Dubai**
Tenure: **AUGUST 2014 – May 2017**
Location: **Dubai, UAE**
- Contact Center Representative**
Company: **Emirates-NBD**
Tenure: **November 2012 – August 2014**
Location: **Dubai, UAE**



ACADEMIC CREDENTIALS

- MBA - Master of Business Administration**
Institute: **Swiss Business School**
Year: **April 2016**
Location: **Dubai, UAE**
- Bachelor Degree**
Institute: **The Institute of Information-Computer Technology**
Year: **April 2010**
Location: **Hama - Syria**



TRAINING AND COURSES

- Advanced English conversation.
- Systems Analysis Using MS Project Training Course.
- Relationship Maintenance & Customers Retention.
- Fraud and Risk Training.
- IT security Awareness Course.
- Photoshop Training Course.



COMPETENCIES

- Team Leading
- Managing a Transactional Team
- Project Management
- Supervising Staff
- Monitoring Staff Performance
- Staff Motivation
- Allocating Work Duties
- Conflict Management
- Disciplining Staff
- Delegating Work
- Customer Relationship Management
- Building Customer Loyalty
- Cross Cultural Communication
- Handling Complaints
- Retail Banking Products Knowledge
- Able To Handle Aggressive Behaviors



SOFT SKILLS

- Excellent Communication Skills
- Good Presentation Skills
- Ability To Solve Problems Efficiently
- Good Interpersonal Skills
- Decision Making Skills
- Good Presentation Skills
- Thrives Under Pressure
- Leadership Skills
- Ability To Take The Initiative
- Self-motivated
- Confident and Energetic
- Good Team Player



EXPERIENCE HIGHLIGHTS/JOB DESCRIPTION

AS CLIENTS ENGAGEMENT OFFICER WITH COMMERCIAL BANK OF DUBAI, DUBAI, UAE

- As Client Engagement Officer for retail banking products, in-charge of handling related processes and suggest improvement and development, achieving highest possible level of customer satisfaction index.
- Handling of incoming complaints in accordance to current practices and bank policy.
Manage complainants in appreciative manner with required attention.
- Liaise with different stakeholder within the bank to resolve issues in positive manner.
Escalate all unresolved issues/complaints to the line manager.
- Inform the appropriate Director aiming to achieve a resolution considering bank interest.
Presents a summary of complaints to practice meetings.
- Share the best practices among Client Engagement team members.
Suggest improvement and changes to current processes.
- Attending UATs and projects to enhance current processes and SLAs
- Working with other departments on a temporary bases during their peak times as a training and to have an additional experience, (the same done with Retention department, Retail Credit Risk and Fraud Risk).

AS CONTACT CENTER REPRESENTATIVE WITH COMMERCIAL BANK OF DUBAI, DUBAI, UAE

- A member of Contact Center team, handled the incoming calls ensured a swift reply to customers inquiries as per bank policy, participating in achieving own personal goals and maintained the targeted service level. Acted as deputy handling assigned team inquiries and activities during the absence of team leader.
- Answered inbound calls and handled customer inquiries, aiming for positive resolution.
Provided accurate and appropriate information in response to customer inquiries.
- Forwarded incoming requests / inquiries as per policy matrix.
- Escalated significant matters to the in-charged senior manager according the matrix.
- Developed effective relationships with all teams within call center or other relevant business related departments through clear, effective communication.
- Suggested to senior management changes / improvement to ensure improvement of customer satisfaction level.
- Follow up on proposed initiatives and improvement as part of overall Call Center development plan.
Cross-sale and up-sale the other banking products.
- Enhanced organization reputation by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.

AS CONTACT CENTER REPRESENTATIVE WITH EMIRATES-NBD, DUBAI, UAE

- A member of Contact Center team, handled the incoming calls as per bank policy, participating in achieving the goals of the team.
- Answered inquiries by clarifying desired information and providing sufficient details.
- Resolved problems by clarifying issues by offering alternative Solutions and escalating unresolved ones.
Fulfilled requests by clarifying desired information; completing transactions, forwarding requests.
- Sold additional services by recognizing opportunities to up-sell accounts, explaining new Features.
Enhanced organization reputation by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.



IT SKILLS

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|--------------------|----------------------------|---------------------|
| • Microsoft Office | • SQL programming language | • Visual basic, C++ |
| • MS Project | • Photoshop | • Macromedia Flash |



PERSONAL SNIPPETS

- Nationality: Syrian
- Date of Birth: June 10, 1990
- Place of Birth: Hama, Syria
- Marital Status: Married
- Gender: Female
- Visa Status: Required
- Languages: Arabic (Native); English (Fluent)