

Zainab Ahmed

C U R R I C U L U M V I T A E

ABU DHABI, UAE

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PERSONAL DETAILS

Date of Birth: 6 April 1989
Nationality: Somali
Marital Status: Single

PROFESSIONAL PROFILE

An accomplished Guest Relations professional with 12 years of experience acquired within airlines operations environment handling diverse range of customer related baggage claims and contact centre enquiries. A strong team player with proven track record to resolve issues at the highest of standards whilst ensuring compliance to regulations. Currently seeking a dynamic new role within operations, which can offer good opportunities for development and career progression in the near future.

KEY SKILLS

- Excellent communication and interpersonal skills developed through handling guest baggage related cases efficiently and supporting the department on amendment of policies that benefit the organization
- Highly organised with excellent time management and prioritisation skills, when acting as a Team Leader by managing caseload, sharing feedback across team members whilst ensuring performance targets are exceeded
- Strong attention to detail, placing a high priority on accuracy to ensure consistent compliance to baggage claims processes and procedures and adherence to process that self-guards the airlines' financial interests when offering claim settlement to guests
- Trustworthy and reliable with very high personal standards and a good sense of personal accountability, proven by delivering high quality customer service when handling baggage claims and call centre enquires
- Demonstrated leadership and team work capabilities when working in a group during a development project and volunteered to complete tasks that contribute to team's and organization results
- Proven ability to establish and cultivate good ongoing business relationships and networks, through working with other teams such as the finance team, legal team, ground services, and travel related companies

CAREER HISTORY

Guest Relations Officer

Aug 2019 – Dec 2020

ETIHAD AIRWAYS, OPERATIONS – NETWORK OPERATIONS
Abu Dhabi, UAE

- Day to day closing of pending interactions and processing payments within the timeframe; approximately completed 94 cases, including 300 interactions in the absence of 2 officers
- Consistently exceeded the set targets of cases closed and interactions closed SLA
- Contributed actively on the design of the Baggage Claims guide, providing assertive and relevant feedback
- Led change management initiatives; facilitated smooth transitioning of phone lines from Cisco system to BT
- Coordinated with IT and team members to ensure smooth system implementation process and conducted testing of systems
- Provided training to staff on the use of the new systems
- Processing of payments within 1-4 days from the date guests have provided all necessary banking details
- Achieved overall rate of 98% in quality checks of cases being the highest performer among the team

Guest Affairs Support Administrator

Sep 2014 – Jul 2019

ETIHAD AIRWAYS, OPERATIONS – NETWORK OPERATIONS
Abu Dhabi, UAE

- Consistently exceeded the KPIs set from Jan-June 2019: 135% achievement of cases created against 100%; 109% Interactions closed, against 100% target
- Coached Admin team members on how to process SAP payments effectively
- Volunteered to deliver Baggage Claims workshops to Call Centre team in Dubai
- Achieved overall rate of 98% in quality checks of cases being the highest performer among the team
- Utilize available resources effectively to trace bags to maximise guest experience
- Compiled minutes of the meeting and followed up on deliverables
- Providing administrative support and assistance with interactions and calls

- Answering incoming calls and dealing with telephone queries
- Handled special services enquiries and received outstanding feedback from guests
- Reduced waiting time for customers by providing efficient services
- Played a key role in delivering training of Etihad Guest programme to Al Ain call centre team
- Ability to follow processes and procedures and apply flexible approach when required
- Supporting the other members of the team in any way required

KEY ATTRIBUTES

- Nominated as Acting Deputy Manager twice in the absence of Line Manager to oversee operations of the department
- Hand selected by Line Manager to facilitate staff trainings to use the SAP system
- Nominated as the STAR of the month in May 2019 for outstanding performance
- Completed 6 learning and development training programmes on Coursera
- Received positive feedback from stakeholders and esteemed guests

OTHER EMPLOYMENT

- Data Entry agent providing administrative support and assistance at First Gulf Bank (now FAB)
- Voluntarily participated in advertising, marketing and promotional activities for the events at Abu Dhabi Film Festival and Formula One GP

EDUCATION AND QUALIFICATIONS

Etihad Airways – Training Academy

2008 – 2013

- Sales and Ticketing
- Sabre and Amadeus systems
- Training in holidays GUI and GRP
- Special Assistant Team Certificate

Al Fajr High School

2000 – 2007

IGCSEs: High School Secondary Certificate

ADDITIONAL SKILLS

IT Skills

- Proficient in the use of Microsoft Office, especially Word, Excel and Access
- Familiar with the use of PowerPoint
- Proficient in the use of CRM, Epiphany and SAP Payment System

Languages

- Fluent English
- Fluent Urdu
- Basic Arabic

INTERESTS

In my spare time I enjoy organising special events for friends and family. I am also passionate about understanding cultures and current affairs and like to keep up to date on the media.

REFERENCES

Available on request.