



Nesreen Ahmed

📍 Dubai United Arab Emirates

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🔗 [Bold Profile](#)

Professional Summary

Highly ambitious customer services over ten plus years of experience ,with background in sales, marketing and working under pressure, with strong history of high-performance to meet or exceed objectives

Accomplishments

- Best employee in customer assistance & happiness in the excellence award- Dubai Media INC. (2019).
- Best employee in customer assistance & happiness in the excellence award- Dubai Media INC. (2015).

Skills

- Team player
- Microsoft Office
- Problem-Solving
- Excellent Communication
- Interpersonal Communication
- Clerical Support
- Self-Motivated
- Dependable and Responsible
- Flexible and Adaptable
- Teamwork and Collaboration
- Cultural Awareness
- Organization and Time Management
- Attention to Detail
- Data Entry
- Telephone Sales

Work History

12.2018 - 06.2023

Subscription & Sales Coordinator.

Dubai Media INC- Printing & Distribution Sector-Tawseel Distribution & logistics- Subscription Dept. - UAE

- Dealing with Government agencies & departments and following up on their subscriptions & exclusive contracts with Corporation in distribution sector.
- Dealing with companies, following up their annual subscriptions ,requests &issuing invoices.
- Completed paperwork for subscriptions quickly to complete new enrollment.
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
- Set and achieved company defined sales goals.
- Fielded customer complaints and facilitated negotiations, resolving issues and reaching mutual conclusions.
- Prepared and deliver customer sales quotes.

- Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.
- Liaised between clients and support team to quickly resolve issues.
- Gained customer trust and confidence by demonstrating compelling, persuasive and composed professional demeanor.
- Informed customers of promotions to increase sales productivity and volume.
- Presented professional image consistent with company's brand values
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing
- Coordinated with different departments and supervises and area managers for timely delivery of Product.

12.2012 - 12.2018

Customer Service Team Leader

Dubai Media INC- Printing & Distribution Sector -Tawseel Distribution & logistics Co. - UAE

- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.
- Handled day-to-day customer contact via phones, faxes and emails.
- Coached employees through day-to-day work and complex problems.
- Actively supported service associates by quickly responding to questions via phone and email and finding appropriate solutions to customer issues.
- Coached team members to deliver hospitable, professional service while adhering to set service models.
- Effectively communicated with different departments, clients, management, through use of strong listening, open-ended questioning and appropriate response skills to improved company service. • Supervised and guided new employees to responded quickly to questions, which improved understanding of job responsibilities
- Took payment information and other pertinent information such as addresses and phone numbers to place orders.

03.2005 - 12.2012

Call Center Agent

Dubai Media INC- Publishing Sector - AL BAYAN Arabic Newspaper. - Dubai, UAE

- Handle 70+ calls daily, including signing up new customers, retrieving customer data, presenting product information and cancelling services
- Handling customer's inquiries/ complaints and Worked directly with departments, clients, management to achieve/improved customer service.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Responded to customer calls and emails to answer questions about products and services.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Analyzed and escalated complaints, issues and grievances to

- Maintained and managed customer files and databases.
- Recommended products to customers, thoroughly explaining details.
- Responded to customer requests for products, services and company information.
- Promoted available products and services to customers during service, account management and order calls.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Maintained user account data by initiating account access and establishing in database.

- KnowBe4 Pretexting - "Tech Support" Social Engineering - November 04, 2022.
- Phil Hendrie & Kevin Mitnick Pretexting - Credential Harvesting Attack - October 12, 2022.
- Phishing: Don't Get Reeled In - October 12, 2022.

- On Husband Visa.
- Born in UAE- Dubai.

My main hobbies are Reading, Drawing, interior designing & Volunteering work

 Bilingual or Proficient (C2)

Advanced (C1)