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## ***Senior Customer Service Professional***

Back Office ~ Customer Service ~ Call Center

Adroit in ensuring delivery of high quality of service to support customer's business needs and achieving continued customer satisfaction at all times.

***Qualification:*** Bachelor Degree of Accounting & Finance from University of Sharjah 2012

***Languages:*** **Arabic-** Speaking, Writing and Reading- Mother tongue.

**English-** Speaking, Writing and Reading- Second Language.

**French-** in process of learning.

## ***Top Skills and Proficiencies:-***

Computer, Microsoft Office, Communication, Adaptability, Patience, Multitask, Resolving Conflict, People Oriented, Attention to Detail, Positive Attitude, Quality Focus, Customer Service, and Call centers skills.

## ***Courses Taken:-***

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| 1- Board Customer                            |
| 2- Check-in Customer                         |
| 3- Listening to Customers                    |
| 4- Customer Service: Call Control Strategies |
| 5- Accounting Foundations: Bookkeeping       |
| 6- Customer Retention                        |
| 7- Balancing Work and Life                   |
| 8- Being Positive at Work                    |
| 9- Communication Foundations                 |
| 10- Managing for Results                     |
| 11- Working with Upset Customers             |
| 12- Managing a Customer Service Team         |
| 13- Phone-Based Customer Service             |
| 14- Customer Service Foundations             |
| 15- Customer Service Leadership              |
| 16- Customer Service Strategy                |
| 17- Time Management Fundamentals             |
| 18- Accounting Foundations                   |
| 19- Basic Geography                          |
| 20- Basic Aeronautics                        |

## ***PROFILE SUMMARY***

- A dynamic professional with cross-functional of experience over 5 years in handling Customer Service, Call Centers, Back Office functions, team & individual work, after sales and customer support.
  - Customer Centric professional and solution driven; adept in handling customers and after sale support by providing quality service to gain customers' loyalty.
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### ***Work Experience:***

Company: ***Emirates Group***

Position : Customer Service Agent

Duration : 12<sup>th</sup> of March 2019 to 06 May 2020.

### ***Job function& Responsibility:***

- Handle customer contacts that include, but are not limited to, telephone calls, emails, and faxes in a professional manner to meet the requirements of the customer. Achieve individual Key Performance Indicators (KPIs) for any specific Contact Centre account to ensure agreed service levels are met.
- Handle different third party accounts on a simultaneous basis to enhance overall Contact Centre productivity
- Achieve or surpass a call quality target on a weekly and monthly basis. This will involve having calls monitored by a Quality Officer / Team Leader to ensure a high level of customer service is achieved and maintained.
- Ensure accuracy when completing third party account related call logs and customer case logs for all calls received.
- Ensure knowledge is up to date and accurate on all aspects of each accounts products/service. Subject matters include but are not limited to revise standard operating procedures, new products and promotional campaigns. In order to maintain quality service provision for all accounts.
- Identify and escalate priority issues to a Team Leader when necessary in order to uphold quality of service to all customers

Company: ***Takaful Insurance***

Position : Senior Customer Service Officer

## RESUME

Duration : 12<sup>th</sup> of March 2017 February 2019.

### ***Job function& Responsibility:***

- Open and maintain customer accounts by account information which helps us to easily identify our customers and provide them with their needs promptly.
- Manage large amount of income calls, outbound calls, emails and faxes.
- Recommend potential services and products to upper management based on our existing and potential customers' need to achieve customer satisfaction.
- Build sustainable relationship of trust through interactive communications.
- Provide valid, accurate, and complete information by using the right method and tools.
- Handle customer complaints via phone, email provide appropriate solutions and alternatives and follow up within the time limits to ensure resolution.
- Follow communication procedures, guidelines and policies.
- Go to extra miles to engage our existing and potential clients.

Company : ***Cupola Teleservices***, Dubai Outsource Zone, Dubai - UAE

Position : Customer Service Representative Toyota Project (T-Connect)

Duration : 2<sup>nd</sup> of February, 2016 to till 28<sup>th</sup> of February, 2017

### ***Job function& Responsibility:***

- I was a member of team who provide the support to Toyota Customers by sending them to their destinations safely- Customers call & ask for their destination to be sent to them via their T-Connect device.
- Manage large amounts of incoming calls. Greet customers warmly and ascertain problem or reason for calling
- Generate sales.
- Resolve customer complaints.
- Utilize computer technology to handle high call volumes.
- Describe the company products to the potential customers.
- Conduct surveys to find out the issue of our customers and solve them accordingly.

Company: ***Aetna International*** -Dubai Media City, Dubai – UAE.

## RESUME

Duration: July 2012 – Jan 2016.

Position: Call Center Agent- 30<sup>th</sup> of July, 2012 to 31<sup>th</sup> of December, 2014

### ***Job function & Responsibility:***

- Answering incoming calls from our clients regarding their health insurance.
- Attracts potential customers by answering product and service questions.
- Process orders, prepare correspondences and fulfill customer needs to ensure customer satisfaction.
- Handle complaints and solve clients' issues or provide other options that satisfy our clients.
- Retain the company clients by providing excellent service at all times.

***Process Associate*** – 2<sup>nd</sup> of January, 2015 to 6<sup>th</sup> of June, 2015

### ***Job function & Responsibility:***

- Receiving claims from clients via detected email address.
- Verify and confirm client and patient details according to the company policy.
- Process claims as per the company terms and conditions.
- Respond to clients' inquiries and resolve pertaining to specific claim issues.
- Follow up with Finance department to make sure our clients get their reimbursements on time according to our turnaround time (TAT) either via Cheques or direct payment.

***Process developer*** 10<sup>th</sup> of July, 2015 to 2<sup>nd</sup> of January, 2016

### ***Job function & Responsibility:***

- Handling escalation calls that are being transferred by the call center agents.
- Listening and solving customer's issues.
- Ensuring better and high quality of customer service.
- Maintaining accuracy of our customers' information and adherence of the company rules.

## RESUME

- Closing all cases that require actions and making sure that there is no pending cases unless other actions required.
- Follow the company procedures.

Company: ***University of Sharjah***, Sharjah – UAE.

Position: Supervisor

Duration: March 2009– May 2012

Job function& Responsibility:

- Managing the computer labs inside the University campus.
- Helping students with any issue when arises inside the labs.
- Giving tutorials to new student on how to use the online banner to access their class materials, homework, and exams.
- Identifies and reports to instructors, student issues that arise from use of software, hardware or computer lab.

Company: ***Ethos Consultancy***, Dubai – UAE.

Position: Mystery Shopper Agent

Duration: March 2008– May 2010

Job function& Responsibility:

- I was conducting customer's service satisfaction surveys in public and Private companies& sectors to help them:
  1. Monitor their customer experience journey.
  2. Identify their weaknesses.
  3. Receive feedback about each customer journey interaction point.
  4. Improve sales performance to boost revenue.
  5. monitoring service standard quality

Company: ***Dubai International Airport***, Dubai – UAE.

Position: Customer Service Agent

Duration: August 2007– February 2008

## RESUME

### Job function& Responsibility:

- I was working as a member of how May I help you team at the Airport.
- Helping passengers to reach their luggage in no time.
- Helping passengers throughout the airport formalities.

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\*I have both driving lessons from my home Country Chad and the UAE.

I hereby declare that the above statement is true to the best of my knowledge and believes.

Hamza Abdul Kareem