



Nada Magdy Rabee

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Date of Birth: 13-Feb-1992

Visa Status: Employment Visa

Language: Arabic / English

Valid UAE driving license

PROFESSIONAL OBJECTIVE

To share and develop my abilities, analysis, skills and knowledge in terms of Customer Service, Sales and Teaching to a growing company, and in the same way, enhance and learn new skills in other related functions and services which can effectively utilize my profession.

WORK EXPERIENCE

Company: Al Hilal Islamic bank (ADCB group)

Date Jun 2022 – present

Position: Customer Services representative - call center Job

- Managing large amounts of inbound and outbound calls in a timely manner
- Following call center “scripts” when handling different topics
- Communicating with customers to resolve issues or concerns regarding products or accounts, such as opening new accounts or transferring funds between accounts
- Processing transactions such as deposits, withdrawals, or loan payments on behalf of customers
- Processing wire transfers and other complex transactions
- Reviewing account statements and other financial documents to ensure accuracy of entries
- Performing cash handling duties, such as processing payments from customers using automated teller machines (ATMs) or hand-held devices
- Providing information about bank products and services to potential clients
- Processing account transactions such as deposits, withdrawals, or loan payments on behalf of customers
- Responding to inquiries about account balances and other general customer service inquiries
- Maintaining accurate records of account activity and transactions to ensure compliance with industry standards and regulations

Company: General Directorate of Residency and Foreigners Affairs (Dubai Immigration)

Date Aug 2018 – Jun 2022

Position: Customer Services representative - call center Job

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization’s service and product information.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments.
- Other duties as assigned.

Company: Dubai Driving School - Dubai, United Arab Emirates
Date Aug 2016 – Aug 2018
Position: Customer Services representative-receptionist-call center Job
Purpose: Reporting to Customer Service Supervisor

- Attending meetings with clients alongside with the Account Manager and CEO.
- Maintaining document control, database management, tracking project activities and team communication.
- Analyzing the quality of data submitted by the Mystery Shoppers and ensuring that each report is accurate and within client's standards.
- Distributing minutes of the meeting to all project team members. □ Communicating relevant project information to the Manager and clients □ Keeping record and file maintenance for the project.
- Assisting the Project Managers by collaborating with other staff, coaching, mentoring and generally encouraging appropriate use of techniques by others.
- Issuing effective schedules for project activities and distributing to team members.
- Supporting CEO and Project Manager by composing letters, updating social networking sites (Facebook, linked-in, Twitter) with the intention of increasing the company's reach.
- Filtering Mystery Shoppers by conducting a phone interview and sending a report to the Project Manager and Managing Director for review and approval.

Company: Sabin General Trading LLC –Dubai, United Arab Emirates
Date Oct 2015 – Aug 2016
Position: Sales Representative
Job Purpose: Reporting to the Sales Manager

- Initiate service consultations to determine the customer's preferences and buying/service needs; explain and demonstrate use of cosmetics through actual application
- Partner with Sales Manager and Counter Manager to identify business driving opportunities and stock needs
- Develop a repeat-business customer base in order to regularly communicate: upcoming events, new merchandise receipts and product replenishment to increase incremental sales
- Provide an exceptional customer experience by ensuring the customer is always the priority
- Leverage product knowledge to increase sales by educating and assisting the customer in making the best choice

Company: Mazaya Cosmetics LLC – Alexandria- Egypt
Date: Sep 2012 – Jan 2015
Position: telesales Job

PROFESSIONAL PROFILE

- A goal-driven service oriented professional with 5 years and half of relevant experience in Training, Office Administration, Banks, Market research, Human resource, PR and Project Management.
- Presently Customer service with Dubai immigration (Dubai, U.A.E.) as a Call Center Representative Fair understanding of monitoring client's service performance, conducting performance analysis, rendering sustained services for securing excellent customer service quality.
- Holds excellent interpersonal, communication and organizational skills with abilities in team management and customer relationship management.

SKILLS AND QUALIFICATIONS

- Advance working knowledge of all MS office applications.
- Proficient in both Mac and Windows computers.
- Fluent with the use of English Language in both spoken and written.
- Knowledge of Evaluation and Assessment techniques teaching.
- Quick typing skills on using the keyboard (English – Arabic)

EDUCATIONAL BACKGROUND

2014 Bachelor in Science major in History Literature Alexandria University Egypt Faculty of Arts and Humanity.