

Souha Al-fayyad



SUMMARY

A highly meticulous and detail oriented sales representative and customer care specialist with 7 years + experience and cutting-edge skills in customer service, consultations, sales and building rapport. I also possess progressive proficiencies in administration and Microsoft Office.

I am renowned for my incredible foresight and can help organizations win customers through my unmatched ability to build rapport quickly and close the sale.

Experience

Be Efficient Center

03/2018 – 05/2022

- scheduling appointments
- Inform parents of session times
- Monitoring a reporting email and responding if required
- Answering phone calls
- Taking notes and writing minutes during meetings
- Conducting or preparing any research that the reporting manager may require

ISpot

02/2015 – 07/2017

- Sales indoor
- Sell iPhones and spare parts for iPhones by asking the right questions.
- Acted as a consultant to top tier clients
- Followed up with customers on a quarterly basis to see if everything was functioning ok.
- Created quotations to customers via fax and email.
- Built superior business relationships with top tier client

Qatari businesswoman Assisstant 04/2013 – 12/2014

- Monitoring a reporting email and responding if required
- Preparing communications on behalf of a manager
- Answering phone calls
- Organising travel and itineraries
- Organising and planning meetings

Contact

Phone

00 (971) 508483164

Email

Souhaalfayyad@gmail.com

Address

Arjan- Dubi – UAE

Academic Background

Commercial Diploma

Damascus University

Language

- Arabic (native)
- English (good)

Skills

- Results oriented
- Build Rapport Quickly
- Fast Learner
- Global awareness.
- Exceptional customer service
- Problem solving
- Efficiency
- Well-developed time mangment skills
- Strong organisational skills

COMPUTER SKILLS

- MS office
- Social media management

NOTE

- Loanable Emirates residence
- Driving license