



Professional call center representative with experience to handel inbound , outbound calls ,chat systems and mails . Inaddition to that ability to communicate in both digital and direct communications . I am always seeking to improve my skills and knowledge through courses and direct learning from colleagues .

CONTACT

- Aya Atta
- 0529500811
- aya1301258@gmail.com
- Altaawun , Sharjah

SKILLS

- Motivated
- Team work
- Multi tasking
- Work under pressure
- Time management
- Flexability
- Responsibility
- Leadership

LANGUAGE

- Arabic
- English (with ILETS)

VISA

- Residant Visa

Education

- Bachelor in pharmacy 2018 , sinai university , Egypt .

WORK EXPERIENCE

- worked as call center agent in Gibraltar Technologies LLC for the interest of Dubai Civil Aviation Authority in customer happiness section 2021
- Recieved a training as part time trainee pharmacist 2021
- previous experience in the pharmacy field for 3 years till october 2018

COURSES

2021

- Foundations of business strategy consulting .
- Digital customer service.
- Performance improvement projects for managment consultants.
- KPI and metrics for management consultants and managers.
- Business model innovation for management consultants.
- PMP preparation.

2018

- communication and marketing skills

MICROSOFT OFFICE

