



ESRAA ABDEL-RAHIM

Customer Happiness Executive |
Customer Service Advisor |
Developing Positive Customer
Relationships for 8+ Years |
Helping global brands deliver an
outstanding customer experience
Provide quality customer support
that ensures customers are well
satisfied

CONTACT

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AREAS OF EXPERTISE

Customer Relationships
Customer Service
Client Retention
Answering Queries
Resolving Problems
Evaluating Customers
Account Management
People Management
Up-Selling
Advisory Skills

WORK EXPERIENCE

Customer Happiness Executive

Brother international Gulf – Dubai UAE 2019–Present

Responsibilities,

- Work as an ambassador of the company at all times and attend to customer needs in a professional, friendly and courteous manner
- Ensure that a high level of professional rapport is developed and maintained with all customers
- Follow customer service procedures as outlined in the manual to comply with the ISO procedures and safe working practices
- Maintain a thorough knowledge of all departments, company products, and services so that customers are provided accurate information
- Ensure all tickets are actioned in accordance with Network Standards so that we comply with service levels given to the customer
- Report, evaluate and investigate recurring operational problems that are highlighted by customers and then direct the information accordingly for corrective actions to be taken
- Identify customer needs and help customers use specific features Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to -provide the assistance

Call center Agent - Dubai UAE

Brother international Gulf – Dubai UAE - 2017–2019

Executive Secretary

Egyptian International Pharmaceutical Industries 2014-2016

Tele sales Agent

Medica Swiss Center – Khobar KSA - 2013-2014

EDUCATION

Alexandria university, Egypt, September 2013
Bachelor of Arts, Good Grade

High School or Equivalent Thanaweya Amma 92%

KEYSKILLS

- Customer Service Skills
- Dealing with customers and clients in a courteous, professional, and diplomatic manner.
- Capable of influencing the opinions of customers.
- Winning over customers.
- Establishing and maintaining positive customer relationships.
- Able to adapt tone, language, and style for different customers and situations.
- Able to handle complaints, aggressive customers, and difficult situations.
- Visiting important accounts and clients to maintain good relations.
- Delegating work according to an employee's abilities and skills.
- Effectively presenting the information.
- Building up effective customer service teams.
- Willing to work nights, weekends, and holidays.
- Ability to lead and motivate.
- Root-cause analysis.
- Analyzing and planning workflow.
- Able to handle unreasonable expectations.

TRANINGS

Customer Satisfaction (law of Goodman)

Provided by Brother University - Date attended August 2020

Principles of E-Marketing

At Training Institute Marketing Alex- Date attended June 2013

ICDL

Alexandria University - date attended 2011

OBJECTIVES

Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction. Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team.

LANGUAGES

Arabic: Mother Tongue

English: very good communication and writing skills

COMPUTER SKILLS

Call Center Programs

MS Office (Word, Excel, Outlook, PowerPoint, OneNote, Access)

Google Drive (Docs, Sheets, Slides, Forms)

Writing Skills (WordPress, Yoast, SEO, technical writing, journalism, research.

Advanced Computer Skills. Web development, open-source, data structures, coding, security, machine learning, debugging