

# Reena Ballan

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+971 55 88 33 803

## BRIEF

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A highly experienced, reliable, dynamic, skilled and qualified administrative officer with a diverse knowledge of handling all aspects of administrative tasks. Extraordinary Customer Service and extensive administrative skills background. Excellent organizational, Public Relations, Customer Service, verbal and written communication and management skills.

## WORK EXPERIENCE

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Aug 2016 – Jul 2020	<b>American School of Creative Science</b> <i>Registration/ Administrative Officer</i>	<b>Sharjah, UAE</b>
	<ul style="list-style-type: none"><li>▪ Assist prospective parents with school tours throughout the school campus and registration process.</li><li>▪ Assist parents in completing the registration process &amp; follow up with them in case of missing documents.</li><li>▪ Ensure the data of electronic system is up to date and accurate &amp; follow up with pending inquiries received.</li><li>▪ Provide administrative assistance for school and class activities such as field trips, showcases, school opening nights, open days, graduation ceremonies, special events, parent-teacher interviews and other events related.</li><li>▪ Follow up with parents who has outstanding balance and prepare different kinds of letters to the parents as "Proforma Invoice", "Fees Payment Letters" and "To Whom it May Concern".</li><li>▪ Help and assist parents &amp; try to solve their problems as much as I can, no matter how frustrated, angry, or rude by using a positive and calm tone of voice.</li><li>▪ Prepare reports and statistics for SLT and Head Office about the registration status "New students, renewed and withdrawal".</li></ul>	
2004 – 2015	<b>Etisalat - Emirates Telecommunication Corporation</b> <i>Senior Customer Care Support</i>	<b>Ajman, UAE</b>
	<ul style="list-style-type: none"><li>▪ Responsible to ensure that the customer receives an adequate level of service with each concern or request.</li><li>▪ Use discretion and independent judgment when interacting with customers to provide assistance and advice as needed.</li><li>▪ Provide customer support and technical issue resolution via Email, phone and other electronic mediums.</li><li>▪ Answer product and process related questions posed by customers through an internal case management system.</li><li>▪ Responsible for maintaining a positive and loyal relationship between Etisalat and its customers.</li><li>▪ Research and identify new cases created by Management.</li><li>▪ Assist with and lead software implementations for new customers.</li><li>▪ Perform Staff training, either on-site or via remote conferencing when applicable, aligning any communications and training with that of Professional Services to ensure consistency.</li><li>▪ Perform quality assurance testing when applicable; remain consistent with quality strategy from the Quality Assurance team.</li><li>▪ Assist and coordinate with product demos to potential customers when needed</li><li>▪ Manages difficult or emotional customer situations promptly to customers if required.</li><li>▪ Identifies and resolves problems in a timely manner by gathering and analyzing the information skillfully and developing alternative solutions.</li></ul>	

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## EDUCATION

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2008 - 2012	<b>Preston University</b> <i>Bachelor's degree of Business Administration</i>	<b>Ajman, UAE</b>
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## TRAINING COURSES

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- ❖ Creativity, Problem Solving & Decision Making
- ❖ Course in Managing Time and Stress
- ❖ Customer Service Excellence
- ❖ Course in Effective Complaint Handling
- ❖ Technical Support Training

## SOFT SKILLS

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- ❖ Strong organizational and analytical skills
- ❖ Team player
- ❖ Performing well under pressure
- ❖ Communication and presentation skills
- ❖ Good at multitasking

## LANGUAGES

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| ❖ Arabic  | Native |
| ❖ English | Fluent |

## PERSONAL INFORMATION

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Nationality: Palestinian (Holding Lebanese Travel Document)  
Holding UAE residence Visa  
Holding UAE driving license

*References available upon request*