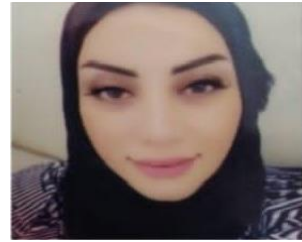


# DINA SABRI AHMED



## OBJECTIVE

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level customer service position, Ready to help team achieve company goals. Reliable employee seeking position. Offering excellent communication and good judgment. Experienced in customer service with over 15 years of experience in UAE. Excellent reputation for resolving problems and improving customer satisfaction. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals

## EXPERIENCE

### **2006\_2011 call center in**

[Multi Choice International Company \(art TV channels\)](#) .

- Actively listened to customers' requests.
- Identified issues, analyzed information and provided solutions to problems. Excellent Communication

- Handled so many calls per day to address customer inquiries and concerns. Good Telephone Etiquette

- Actively listened to customers, handled concerns

quickly and escalated major issues to supervisor.

- Increased customer satisfaction by resolving Training and Development issues.
- Worked flexible hours across night, weekend and holiday shifts. Teambuilding

Work History

### **Executive secretary and booking at galaxy tour's**

- . Constantly updating and arranging information and files
- . Respond to internal or external inquiries by receiving and responding to incoming calls, transactions and mail messages
- . Securing all customer reservations, whether traveling by land, sea, or air in the various places visited by tourists.
- . Follow up the reservations of travelers and customers in hotels
- . Organizing individual and group trips and tourism programmes
- . Planning, organizing and supervising the business and services of the travel and tourism company
- . Supervising the process of selling travel tickets Finding the best solutions to follow up the passenger

### **2014-2019 -Customer Service Representative and telephone operator at**

Invest Bank Head Office . Sharjah

- Prepared variety of different written communications. reports and documents.
- Handled all calls per day to address customer inquiries and concerns.

- Drove operational improvements which resulted in savings and improved profit margins.
- Participated in team-building activities to enhance working relationships.

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## EDUCATION

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### Bachelor Of Laws

Faculty of law from AL Mansoura University - El Mansoura Egypt

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## SKILLS

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- Good in English very good in explanation, very good in dealing with computer and mobiles and internet
  - Teamwork and Collaboration, Written Communication
  - Cultural Awareness, Teambuilding
  - Decision-Making, Organization and Time, Management, Excellent Communication
  - Good Telephone Etiquette, Dependable and, Responsible, Attention to Detail
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## PERSONAL DETAILS

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- . Date of birth : 1\_9\_1983
- . Marital status :single
- .nationality :Egyptian
- . Visa status : residence visa
- .UAE driving license
- . Contact number :0545344096 \_ 050 806 5643 Email : [dina.19831983@gmail.com](mailto:dina.19831983@gmail.com)