

Doha Yousof Suliman Elbaloula

Customer Service

UAE

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

- City plaza** 06/2020 - 01/2023
Customer service
Greet customers warmly and provide assistance with locating products.
Handle customer inquiries regarding products, promotions, and store policies.
Process returns, exchanges, and refunds according to store procedures.
Operate the cash register and handle transactions accurately.
Resolve customer complaints and escalate issues to management when necessary.
Ensure the customer service area is clean, organized, and stocked with necessary supplies.
Assist with bagging groceries and carrying items to customers' vehicles if needed.
Provide information about store services, such as loyalty programs and special events.
Support other departments as needed, including stocking shelves and assisting with inventory.
- MTN** 01/2019 - 01/2020
Call center
-Handled escalated calls professionally, effectively resolving complex issues and ensuring client satisfaction.
-Manage high call volumes while providing exceptional customer support and maintaining professional composure.
-Established trust with clients by accurately addressing their concerns and offering appropriate resolutions based on their needs.
-Improve the first-call resolution rates with thorough issue analysis and effective problem-solving techniques.
-Provide personalized assistance to clients, fostering strong relationships and promoting brand loyalty.

Education

- AlMughtaribeen University** 2014_2020
Bachelor's degree
- ACLS** 2023
- First Aid**
- UAEU** 2024
International Review Corse in Internal medicine UAEU
- English (OET_ ILETS)** 2023_2024

Skills

- Problem solving
- Decision making
- Communication
- Team leader
- Multitask skills
- Customer service
- Work under pressure
- Stress management

Languages

- English
- Arabic