

+971 (50) 5210997

Rahafysh@gmail.com

Dubai Holding Valid UAE
Driving License, UAE



Rahaf Yousef

Customer Service Representative



CAREER OBJECTIVE

To be a remarkable presence in the organization with innovative ideas, hard work, sincere, without sacrificing human values, enjoy the challenge of new situation and expect to make a positive contribution to the organization by taking the job with great responsibility.

EDUCATION

Bachelor of Science:

- Bachelor Degree in commerce (B.Com) in Finance from UAE University – Al Ain . UAE

KEY SKILLS

Providing account statements



Preparing availment request



Translation of documents



Conflict Resolution



Maintenance of Credit file



Personal Information

Nationality : Syrian.

Martial Status : Married.

Language Known:
:Spoken English & Arabic (Fluent).

Location : Dubai – UAE .

PROFESSIONAL EXPERIENCE

Megagon Trading, Dubai, UAE

Call Center Agent

2019 - 2023

- Reduced average call handle time by 20% through efficient problem-solving and process improvement, resulting in increased agent productivity and cost savings.
- Successfully resolved complex technical issues for over 500 customers, resulting in an 85% first-call resolution rate and improved customer satisfaction.
- Achieved top-rated performance in customer satisfaction surveys for three consecutive years by consistently going above and beyond to meet customer needs.

Abu Dhabi Islamic Bank, Abu Dhabi, UAE

Corporate Service Assistant

2007 - 2011

- Providing corporate banking and public sector customers with a single-window service model for customers and government entities.
- Compliance with bank's policies and procedures.
- Application of Compliance requirements reporting on a weekly basis of data to the CSC Head.
- Training and mentoring newly hired staff.
- Always maintaining a consistent level of standard services.
- Expert in managing customer inquiries and issues.
- Dedicated to customer satisfaction with a record of building strong relationships with prospects and clients.
- Good negotiation skills in communing with internal and external customers as such to meet their day to day work requirements.

Courses / Trainings

Banking operation Management

Business Law

Islamic Finance Institution
Management

Corporate Finance

Strategic management

Risk Management

Insurance & Investment

Abu Dhabi Islamic Bank, Abu Dhabi, UAE

Admin Assistant

2005 - 2007

- Served as a liaison between various staff members for operational support activities, providing administrative and operational support to departments and operating units.
- Assisted visitors to deal with various administrative issues and inquiries.
- Composed and edited correspondence and memorandums from dictation and verbal input, following directions and policies of established departments/divisions; preparing, translating, and composting etc.
- Prepared agendas, editing minutes and distributing them for meetings. Organized and coordinated meetings, interviews, appointments, events, and other similar activities for supervisors, including travel arrangements and lodging.
- Prepared Documentation, Facility offer Letters (FOL), MRF, ERF, courier & Material requisition forms.

Union National Bank - Abu Dhabi, UAE

2004

Four weeks of training in different departments of the bank.

- Used software with accounting data entry.
- Recorded different slips and cheques as daily journal.
- Filled all slips and financial & administrative cheques.
- Opened different types of account.
- Followed rules/procedures to open existing account.
- Prepared leave form entry.

Technical Skills: Zendesk, Salesforce, Microsoft Office Suite, Data entry, Remote desktop support tools

Soft Skills:

- ☑ **Active listening:** Effectively understood and addressed customer concerns by actively listening to their needs.
- ☑ **Problem-solving:** Successfully troubleshoot complex technical issues through logical analysis and creative solutions.
- ☑ **Empathy:** Built strong customer relationships by demonstrating understanding and compassion.
- ☑ **Time management:** Efficiently managed call volume and prioritized tasks to meet performance metrics.
- ☑ **Teamwork:** Collaborated effectively with team members to resolve customer issues and improve processes.
- ☑ **Adaptability:** Quickly adapted to changing priorities and customer needs in a dynamic environment.