

# **Cover letter**

## **Subject: Job Application**

**I would like to apply for the vacancy.**

**I am including my resume with this letter.**

**I am Alyazia Saeed Hamad Suhail Al Dahmani, I am applying for this job because I have a good background and one year experience in customer service and document writing, and as I mentioned in my CV, I have trained in such field and I truly believe that I can maintain the tasks without errors as much as possible to achieve the group goals.**

**The summit through our hard work, cooperation, vision and maintaining the needs of the community.**

**I will transfer my knowledge and experience to the practical field and do whatever is necessary from me**

**In order to achieve the business goals and perform all tasks without delay.**

**With regards**

# **CURRICULUM VITAE**

**ALYAZIAH SAEED HAMAD SUHAIL DAHMANI**

**Mob: 0569076323**

**Email: sydalyazy@gmail.com**

**Hatta Dubai - UAE**

## **Personal Information**

<b>Nationality</b>	:	<b>United Arab Emirates</b>
<b>Marital Status</b>	:	<b>Single</b>
<b>Date of birth</b>	:	<b>19/11/2003</b>

## **Objective**

To work for a dynamic organization, committed to quality and which can provide an opportunity to enhance my capabilities and skills along with the fulfillment of professional and personal goal.

## **Educational Qualification**

- High School Certificate
- Diploma in Cyber Security

## **Personal Skills**

- Computer Course

## **Working Experience**

- Worked as a "Customer Services Representative & Writing Bonds" for 1 years in UAE.

## **Job Description**

- ✚ Conducting specialized studies and analyses with the aim of setting and defining key performance indicators and performance and quality standards in customer service in coordination with the Quality Department, and ensuring continuous follow-up to ensure the work is proceeding as required.
- ✚ Participating in setting and updating customer service procedures and guides of all types and contact details, receiving and responding to their requests and inquiries effectively, efficiently and professionally, and coordinating with the relevant departments in this regard.
- ✚ Developing advanced programs and creative initiatives and ensuring that what exceeds the expectations and needs of customers is achieved in terms of the quality and professionalism of customer service systems with the aim of building an integrated model for customer service.
- ✚ Analyzing information and data with the aim of identifying strengths and weaknesses in customer service systems, analyzing the results of customer satisfaction assessments, identifying recurring patterns of complaints content and gaps, and developing plans to address and close gaps.
- ✚ Preparing specialized documents and reports related to customer service, providing appropriate recommendations and appropriate solutions, presenting and clarifying them, and storing them in their database in accordance with the approved policies and procedures.

**Language**

- Arabic
- English

**Skills**

- Good treatment with everyone
- Planning, organizing,
- directing and motivating employees.
- Adaptation and ability to work with one team and individually.
- Respect for laws and the ability to find solutions to problems.
- The ability to learn at a high speed.
- Have excellent interpersonal skills.
- Working in a team, working under pressure.
- Accuracy and speed in work and performance.
- Flexibility at work.
- Use of Internet & Microsoft Office.

**Undertaking :**

I solemnly assure that all of above furnished information are true to the best of my knowledge and belief and also assure that I am confident of my ability to work in a team.

**Alyaziah Saeed Hamad Suhail Dahmani**