

# Asma Omar Farah



**Local Delivery service center lead (LDSC)**

## GET IN CONTACT

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## CERTIFICATIONS

- Project Management Professional Certificate (PMP).
- International Organization for Standardization (ISO).
- First Aid/Safety Training.

## AREAS OF EXPERTISE

- Operations Lead
- Customer Experience Executive
- Patient Services Representative
- HR assistant, PR support
- Administrative
- Sales

## LANGUAGES

English (Proficient)

Arabic (Native Speaker)

Somali (Native Speaker)

Urdu (Beginner)

## TECHNICAL SKILLS

- Microsoft Office
- Sales Force
- RAMCO
- SAP SuccessFactors
- CRM
- Oracle
- Good Typing Speed in both Arabic and English

## WORK EXPERIENCE

### Delivery Assurance Lead

Averda Waste Management | Apr 2018 – Jul 2021

- Led the Service Delivery business unit and managed a team of Service Delivery Agents.
- Facilitated and implemented an organizational strategy to manage the entire fleet in order to achieve company objectives.
- Coordinates with the Governmental Affairs regarding vehicles registration, Mechanic process, Driving license, and other related governmental and legal issues.
- Comply with the applicable HSE procedures, instructions, requirements, standards received from regulatory and statutory bodies.

### Customer Experience Executive

Averda Environmental Services | May 2014 – Mar 2018

- Received the “Averda Customer Experience” award for exceeding service and operational goals that included customer satisfaction, productivity, and service quality.
- Provides standard information regarding pricing, service options, charges, billing, and contracts.
- Communicated and coordinated with sales and operations departments to ensure follow-up on sales leads, set-ups, missed pick-ups, and other customer-related issues.
- Performed clerical and statistical reporting for the sales and operations team.

### Patient Services Representative

SEHA – AHS (Ambulatory Healthcare Services) | Nov 2011 – Feb 2014

- Provided exemplary customer service, treats patients and coworkers with courtesy and discretion. Greets and directs patients, salespeople, and visitors.
- Answering telephone and either responds to inquiry directs calls to appropriate personnel or initiates a triage slip for response by medical personnel.
- Registering patients by verifying that patient's records are up to date and accurate. Makes appropriate changes in the computer system and on the patient's chart.

## HR assistant, PR support Administrative

Dynamic Security (Atlas Telecom Group) | Nov 2010 – Nov 2011

- Creating, maintaining, and updating Employee Personnel Files.
- Inclusion and exclusion of Medical Insurance Facilities to staff as per the approved benefits.
- Medical Insurance payments reconciliation.
- Creating files for pension for UAE Nationals.
- Providing Office Accessories to new joiners.

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## EDUCATION HISTORY

### Emirates College of Technology | Abu Dhabi – UAE

Human Resource Management

- Graduated with a GPA of 3.1

### Palestine Secondary School | Abu Dhabi – UAE

High Secondary School

- Graduated with 91.4%

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## OTHER SKILLS

- Achievement Oriented
- Innovative problem-solving abilities
- Excellent team-building abilities
- Exemplary communication skills
- Flexible working hours
- Self-motivation
- Time management

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## REFERENCES

- **Edison Velasco**

LDSC Manager | Averda International FZ LLC | Dubai – UAE | 0554464567

- **Hamda Al-Mansoori**

Administration and reception manager | Abu Dhabi –UAE | 0507828007

- **Ibrahim Alhassan**

HR manager in Dynamic security | Abu Dhabi –UAE | 0506685412

- **Muneer Al-Dwaikat**

HRM program coordinator | Emirates college of technology | Abu Dhabi – UAE | 0508359646