



## **SOUKAINA AITCAID**

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### **ABOUT ME**

A result driven, committed, and articulate sales representative with excellent communication skills and a high level of customer commitment. Multi-skilled with the ability to plan & manage territory whilst and maintaining & developing existing and new customers through ethical sales methods and consistent high customer service. Possessing a good team spirit, deadline orientated and having the ability to succeed in a demanding sales environment.

### **Key Skills**

- ✦ Knowledge of IT software.
- ✦ Teamwork and leadership
- ✦ General Administration
- ✦ Financial reporting.
- ✦ Risk Assessment and Control
- ✦ Customer Service
- ✦ Computer Skills

### **Operations Officer and Customer Service – October 2018 - January 2021**

Multi-level Technology Company Abu Dhabi, United Arab Emirates

#### Key Responsibilities:

- Ensure customer complaints are handled and resolved accurately and quickly.
- Provide guidance to staff in resolving operational issues and problems.
- Dealing with email enquiries.
- To ensure smooth transition of inbound and outbound collections agents once they arrive on site.
- Data entry
- Conduct regular operational reviews and audits for preventive maintenance.
- Provide support to all business units including administrative, financial, and human resource departments.
- Analyzing and maintaining operational data,
- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments, and complaints.

**Receptionist (2013- 2015) - Anfa Clinic**  
Mohamaidia, Morocco

Key Responsibilities:

- greet patients.
- register patients according to established protocols.
- assist patients to complete all necessary forms and documentation including medical insurance.
- answer incoming calls and deal with inquiries.
- transfer calls as required.
- schedule patient appointments
- collect co-pays and payments.
- schedule hospital admissions, tests, scans, and outside appointments for patients
- ensure reception area is well maintained, neat and clean.

**Customer service (2016 – 2018)**  
Mohamaidia, Morocco

Key Responsibilities:

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues, as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

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Education

- Bachelor's Degree – 2012
- Computer Science Diploma - 2014

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Personal Details

- Date of Birth: 09/01/1993
- Gender: Female
- Marital Status: Married
- Nationality: Moroccan
- Language: Arabic, English, French
- Visa Status: Husband Visa

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REFERENCES

- REFERENCES will be given upon request.