

# Samira Mohamud Dirie

UAE

Abu Dhabi



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## PERSONAL DATA:

Date of Birth	21/2/1991
Nationality	Somalia
Religion	Muslim
Visa Status	Brother's Visa
Marital Status	Single
Languages Known	Arabic, English and Somali
References	Can be furnished immediately upon request

## OBJECTIVE:

To handle challenging work that could promote and enhance my capabilities on personal growth and to excel in a company where I can use my knowledge and talents in a very productive way.

## ACADEMIC CREDENTIALS:

Diploma of Business Administrative management (2012)  
High school ( 2008 to 2009)

## SUMMARY OF QUALIFICATION:

- ✓ Hardworking & Fast learner
- ✓ Excellent communications and inter-personal skills.
- ✓ High level of commitments & initiatives
- ✓ Eagerly and consistently, manifest a positive attitude and professional work ethics.
- ✓ Can work under pressure and willing to accept new challenges.
- ✓ Can deal with different people and able to establish rapport.
- ✓ With determination towards work.
- ✓ Computer Literate; Proficient in MS Office (Word, Excel, PowerPoint), and Email.
- ✓ Possess strong customer service skill.

## **CAREER PATH:**

### ***Arw Style Fitness & Beauty Center October 2018 – October 2019 (Front Desk Receptionist and Customer service)***

- ✓ Warmly greeting for all clients and giving them good service
- ✓ Booking and confirming appointments via phone
- ✓ Processing transactions (cash and credit cards) and issuing receipts.
- ✓ Organized and able to manage clients with grace, even during peak demand.
- ✓ High level of phone etiquette and ability to handle clients issues in friendly professional manner.
- ✓ Inform clients about new services and discounts
- ✓ Maintain a tidy reception area
- ✓ An ability to remain calm under stressful circumstances
- ✓ Manage with member team for client's satisfaction

### ***Zain Middle East Properties LLC July 2017 -September 2018 (Call center Coordinator)***

- ✓ Maintain a professional relation of the owner with the client of his or her property.
- ✓ Will be in charge of negotiating contracts with the clients.
- ✓ Responsible for answering every prospective resident call, performing a pre-screen to determine needs and qualifications and forwarding the call to an agent for follow-up.
- ✓ Answer each prospect call to establish initial contact and answer questions regarding specific home
- ✓ Identify the needs of the prospect and provide information relevant to the need.
- ✓ Ensures every caller has as positive an experience as possible.
- ✓ Serves customers by determining requirements; answering inquiries; resolving problems; fulfilling requests; maintaining database.
- ✓ Maintains call center database by entering information.
- ✓ Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- ✓ Updating clients info on the system using Prop Space
- ✓ Updating the property list available in day by day.

***Alqudra World Gym July 2014- July 2016***  
***(Receptionist)***

- ✓ Welcomed members and guests, and made sure they had an excellent workout
- ✓ Operate telephone switchboard to answer and forward calls, providing information, taking messages.
- ✓ Processing transactions (cash and credit cards) and issuing receipts.
- ✓ Conduct of Recreational Activities
- ✓ Inventory of Fixed & Consumable Timekeeping for staff
- ✓ Maintain the law & order inside the club
- ✓ Requisition of store and recreation items
- ✓ Follow up Complaints & Suggestions of members
- ✓ Work closely with other team members to ensure excellent service is provided to all customers

***Chinese Clinic January 2011- December 2013***  
***(Receptionist )***

- ✓ Warmly greeting for patients and giving them good service
- ✓ Booking and confirming appointments via phone
- ✓ Processing transactions (cash and credit cards) and issuing receipts.
- ✓ Handles all incoming telephone calls from patients, makes appointments, and answers general questions and inquiries.
- ✓ High level of phone etiquette and ability to handle patients issues in friendly professional manner.
- ✓ Transfer the patients calls to the Dr for follow up with results.
- ✓ Maintain a tidy reception area
- ✓ An ability to remain calm under stressful circumstances
- ✓ Familiar with Eligibility system for the insurances card.
- ✓ Must be able to cover Medical Reception/Call Center desk as needed.
- ✓ Strong phone and verbal communication skills along with active listening

**SELF-APPRAISAL PROFILE:**

- self-motivated person who is diligent and ambitious
- . Adaptable and willing to learn fast and take new challenges,
- confident, organized and possess a pleasing personality and have the ability to interact well with the people
- .Work under pressure.