

# Lubna Yahya

## Contact Center Agent - Mawaqif

Abu Dhabi

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To work in a professional environment where I can utilize and enhance my skills to the progress and development of the organization as well as my personal growth.

Willing to relocate: Anywhere

### WORK EXPERIENCE

#### Contact Center Agent

Mawaqif - Abu Dhabi - July 2015 to Present

- \* Liaising with members of the public sector and give accurate advise/information on parking issues and complains procedure in a courteous manner and ensuring that the company and clients customer care policy is adhered to at all times.
- \* Communicating with customer service staff and supervisors relating to calls / emails received.
- \* Providing effective customer care policy to the customers and clients and responding to all queries with professionalism and urgency.
- \* Operating to the required levels of customers services standards.
- \* Following up on all wok requests and ensure they are completed within the KPIs set up in the system.
- \* Supporting the audit and continuous improvement audits in line with company policy.
- \* Advising customers on relevant appeal procedures and answer various parking related queries.
- \* Recording customer information on CPMS and CRM system accurately.
- \* Providing excellence service standard to customers.
- \* Ensure that all the customer requests received are complete & an incident is raised on the system the same day.
- \* Further to the investigation, ensure complaint incident is closed on system.
- \* Maintaining high standards of Customer Service by attending to all queries.
- \* Resolving issues concerning customer queries & complaints.

#### Secretary/Receptionist

Group 4 Securicor UAE - Abu Dhabi - March 2006 to October 2010

Site Location: Abu Dhabi Authority for Culture & Heritage

- \* Answer telephone, screen and direct calls promptly, courteously and effectively.
- \* Take and relay messages and provide information to callers.
- \* Greet persons entering organization courteously and professionally, register their details (company they represent, person they are meeting ) and direct them to correct destination.
- \* Handle the employee requests for extension numbers and other contact details.
- \* Make outgoing calls as requested by and on behalf of staff or managers.
- \* Book for schedule of pick up, register and dispatch daily outgoing mails for staff and managers.
- \* Opens and legibly and appropriately stamps, as applicable, delivered mail and sorts into appropriate folders for distribution. Signs for deliveries when necessary and notifies recipients.
- \* Deal with queries from the public and customers.
- \* Ensure knowledge of staff movements in and out of organization.
- \* Provide general administrative and clerical support as requested.
- \* Receive and sort mail and deliveries.

- \* Maintain appointment diary either manually or electronically.
- \* Performs related work as required.

### **Sales Representative**

Golden Castle Department Store - Abu Dhabi - February 2004 to January 2006

- \* Provided highest standards of customer service, dealing with complaints and motivate the team to encourage customer loyalty.
- \* Re-ordered merchandise that has been sold to ensure that stocks are available for refilling.
- \* Properly checked the stocks delivery and posted the correct number of items received.
- \* Ensured that all merchandise are properly ticketed and attractively displayed according to Visual Presentation guide.
- \* Motivated buyers and customers by introducing new products and promos.
- \* Managed cash and payment system in accordance with the company procedures and policies at all times with staff and customer satisfaction as the uppermost priority.
- \* Maintained neat and well organized stocks, display of merchandise properly and refill items sold.
- \* Planned and implemented shop merchandising, layout and customer traffic flow so as to maximize sales, customer satisfaction, appearance and image for customers.
- \* Attended customer's queries and complaints in cheerful and friendly manner.
- \* Received and displayed new delivery accordingly and control stocks.
- \* Processed transactions quickly and accurately.
- \* Described merchandise and explain use, operation, and care of merchandise to customer.
- \* Responsible for the daily reports on sales and requisition of new stocks.

### **ADDITIONAL INFORMATION**

#### **Skills**

- \* Excellent interpersonal and communication skills.
- \* Excellent Phone Manner
- \* Well develop customer service skills
- \* Strong analytical and problem solving skills.
- \* Excellent organizational and prioritization skills.
- \* Self-motivation and the ability to work on my own initiative.
- \* Ability to work under pressure.
- \* Ability to deal with difficult situations.
- \* Proficient in Microsoft Office.