

Mai Al Debiyat

Customer Relation Professional



PERSONAL INFORMATION



: Maialdibeat2022@gmail.com



00971567450179

DUBAI / UAE

Nationality : Syrian.
Marital Status: Single.

Objective

As Libraries & Information graduate (administration assistant) With over than 10 years of experience in those fields and the field of customer relation. My Interested is to be as a part of an environment that could effectively improve my knowledge and experience in the job field while also spreading my experience for the colleagues

Experience

1- Head of public relation department Health directorate / Syria 2012-2021

- Plan, implement and manage public relations programs
- Plan and budget for PR events, programs and initiatives
- Help in designing and reviewing a variety of promotional and marketing materials
- Speaking in public, to groups, or via electronic media.
- Check and manage content produced for website and social media channels
- Measure and provide reports on each PR campaign
- Build long-term relationships with all relevant stakeholders, such as local government, media people, politicians, etc.
- Produce content for various speeches, events, hearings...
- Dealing with clients directly or through customer service team guidance.

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EDUCATION

DAMASCUS UNEVIRSIY

Faculty Of Arts And Humanities.

Bachelor degree in Libraries and information.

LANGUAGES

Arabic : *Fluent speaker, writer and reader.*

English : *Moderate speaker, writer and reader.*

2- CALL CENTER AGENT

**ROUTS MEDICAL PRODUCTS COMPANY /Syria
2012-2015**

- Manage large amounts of inbound and Outbound calls in a timely manner.
- Follow communication " scripts " when handling different topics
- Identify customers ' needs , clarify information.
- ,research every issue and provide solutions and / or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level Meet personal / team qualitative and
- quantitative targets Requirements and skills Dravious avporionce in a customer

Skills

- Customer Relation & Customer Services.
- Sales (telesales) and marketing.
- Public relation.
- Confident articulate and Professional presenting abilities.
- Communication skills & Teamwork.
- Work under pressure.
- Presentation skills.
- Microsoft Office professional user.

All References are available upon request.

Regards,,