



ALI ABDULRAHIM

Experience

Operation Team-Call Center – UNILABS (EXPO2020) [JAN2022]

- Responsible for scheduling appointments for patients with their primary care providers for Established patients with chronic conditions in need of a follow up visit, test or treatment that has not been performed.
- Ability to communicate clearly and Ability to plan and be organized
- Ability to work well under pressure, take initiative, be flexible and Ability to maintain confidentiality of patient information and company records
- Ability to exhibit good interpersonal communications skills
- Professional appearance and Ability to convey a positive and professional image to the public and patients
- Interact with members via telephone to respond to inquiries, complaints,
- Answer a high volume of inbound calls
- Scheduling of meetings with team and/or client.
- Transfer calls to appropriate place
- Report to supervisor with any problems or suggestions to better work atmosphere.
- Assist customers in a timely manner to avoid long waiting times
- Calm frustrated or upset customers by providing excellent and friendly service
- Ability to convey a positive and professional image to the public and patients
- Demonstrated proficiency in various PC applications, including E-mail, Microsoft Excel, and Word, Internet and networking
- Prepare accurate documentation of client and applicant information

Operation Team- Syriatel mobile Telecom [SEP2017–sep2021]

- *Dealing with customer complaints.
- *Identifying and assessing a customer's needs to ensure they are satisfied.
- *Speaking with customers via email, live chat, on the phone, or face-to-face in Company.
- *Keeping detailed records of customer interactions and being in charge of customer account details.
- *Following company's communication procedures and policies.
- *Managing a team of inexperienced customer service representatives
- *Greet visitors and direct them to the appropriate departments or individuals
- *Answer telephones and respond to inquiries via telephone or email
- *Book meeting rooms, set up conference calls and take messages and minutes during meetings
- *Perform administrative tasks, including filing and photocopying
- Write emails, memos and letters

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Personal summary

To secure a challenging position in a reputable organization to expand my learning knowledge, and skills.
secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Education

Tishreen university

Bachelor of technology -BTech,
information technology

july2016–july2016 customer service call center – Syriatel mobile Telecom

- *Handle many inbound and out bound calls to customers and clients.
- *Identify the needs of customers, resolve issues and a provide solutions.
- *Upsell others products wherever possible.
- *Follow the customer service script provided by the company for uniformity.
- *Read on company policies and the website for FAQs or policy related answers.
- *Maintain good customer relations.
- *Meet personal targets and work towards meeting ream targets.
- *Maintain records of the conversations with the customer and analyze the data.
- *Write and submit timely reports on performance, targets and customer queries.

Skills & Proficiencies

- Social media management.
- Website and google AdWords.
- Interpersonal communication skills.
- Strong internet marketing.
- Strategy campaigns and effective web presence for small to medium size business.
- Analytical skills.
- Dealing with clients and experience in both customer service.
- knowledge of IT and accounting tools.
- Excellent experience in Microsoft Office (excel word Power point).
- Develop future work plans.
- making reports.
- Analyzing reporting
[Marketing analytics, Performance report, KPI reporting, All-in-one inclusive report]
- dynamic strategies.
- selling skills.

Personal skills

- good communication skills.
- team work.
- work under pressure.
- time management.
- multitask.
- self-motivation.
- decision making.
- leadership.

Licenses and Certifications:

-negotiate[Dec2019]

-dynamic strategies [Dec2018]

-selling skills

[Dec2018]Languages: Native language: Arabic, English: fluent

Reference: Available on request.

Hobbies : travel - watching movies -reading

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