

Hani Scotto

Customer Service

Abu Dhabi

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I feel that I have enough energy to fit in my duties to develop and improve the department I am joining. Meanwhile, my objective is to join a progressive, growth oriented organization that will give me a good experience and career advanced.

Willing to relocate: Anywhere

WORK EXPERIENCE

Business Development Executive (Temporary)

E-square Solution - Dubai - March 2016 to Present

- Identifying new sales leads
- Pitching the product to the clients
- Maintaining fruitful relationship with the existing clients
- Researching organizations and individuals online (especially on social media)
- Planning and overseeing new marketing initiatives
- Attending conference, meetings and industry events
- Developing quotes and proposals
- Preparing PowerPoint presentation and sales displays
- Negotiating and renegotiating by phone, email and in person

Customer Relations Executive (Part Time)

Zen Zero - Dubai - January 2016 to March 2016

- Managing the portfolio of customer queries through to resolution providing a first contact
- Liaising with the customer via telephone, email and letter to update them on the progress of their query
- Handling the new projects and following up with the existing ones

Customer Support Specialist (Part Time)

OLX / DUBIZZLE - Media City - August 2015 to December 2015

- Ensure agreed customer service standards are consistently met
- Consistently monitor staff levels and liaise with management regarding any adjustments required
- Actively participate in performance appraisals for CC Customer Services Representatives
- Provide leadership, guidance and support to the CC Customer Services Representatives
- Consistently monitor systems with a view to recommending changes / updates to improve them
- Participates in the design of quality monitoring forms and quality standards.
- Primarily in-office support of clients and support agents, with some travel as needed.
- Performing any other job duties as assigned by the management.
- Completing all necessary paperwork.
- Resolving escalated customer complaints or disputes.

Customer Service Quality Assurance Specialist

Sellanycar.com - Dubai - April 2014 to May 2015

- Monitor Product Support Agents calls and review emails for accuracy of information and call handling standards.

- Ensure that Product Support Agents are delivering a high level of customer service.
- Verify that agents are providing accurate solutions to customers.
- Record evaluations utilizing departmental quality monitoring forms.
- Deliver coaching feedback to agents on call and email performance.
- Provide Supervisors and the Manager with regular performance feedback on the agents.
- Assist with quarterly CSAT program by working with the Sales force administrators on the delivery of the surveys and evaluating customer feedback received from the surveys.
- Prepares and analyzes quality reports for Management review.
- Participates in the design of quality monitoring forms and quality standards.
- Primarily in-office support of clients and support agents, with some travel as needed.
- Able to sit or stand for frequent periods in the same location with some opportunity to move about.

Customer Support Specialist

SOUQ.COM / SUKAR.COM - Dubai - March 2013 to April 2014

- Ensure agreed customer service standards are consistently met
- Supervise the day-to-day operation of the CC betting business
- Consistently monitor staff levels and liaise with management regarding any adjustments required
- Actively participate in performance appraisals for CC Customer Services Representatives
- Provide leadership, guidance and support to the CC Customer Services Representatives
- Consistently monitor systems with a view to recommending changes / updates to improve them
- Assist in the management staff rosters to meet anticipated business requirements to the agreed standards
- Participates in the design of quality monitoring forms and quality standards.
- Primarily in-office support of clients and support agents, with some travel as needed.
- Able to work extended hours when required.
- Able to sit or stand for frequent periods in the same location with some opportunity to move about.

Business Development Executive

Brondi - Brescia, Lombardia - July 2009 to March 2013

- Directly supervising and coordinating the activities of all employees.
- Standardizing customer service procedures across the company.
- Training staff on operating procedures.
- Authorizing refunds or other compensation to customers.
- Identifying areas for improvement.
- Developing and maintaining productive relationships with all company staff.
- Assisting with training, support and retention.
- Writing up accurate records of discussions or correspondence with customers.
- Coordinating operational activities.
- Delegating tasks to junior staff.
- Providing feedback to management concerning possible problems or areas of improvement.
- Handling face-to-face enquiries from customers.
- Performing any other job duties as assigned by the management.
- Completing all necessary paperwork.
- Resolving escalated customer complaints or disputes.
- Evaluating the work and performance of staff.

Customer Service Executive

SALIK (RTA) - Dubai - July 2007 to July 2009

- Coordinating the activities of all customer service employees.
- Standardizing customer service procedures across the company.

- Authorizing refunds or other compensation to customers.
- Developing and maintaining productive relationships with all company staff.
- Writing up accurate records of discussions or correspondence with customers.
- Providing feedback to management concerning possible problems or areas of improvement.
- Handling face-to-face enquiries from customers.
- Performing any other job duties as assigned by the management.
- Completing all necessary paperwork.
- Resolving escalated customer complaints or disputes.

EDUCATION

Bachelor Of Business Administration in International Management

Euro College - Macedonia

2011 to 2014

HND in Business Administration

The Centre of Executive Education - Dubai

July 2009

ADDITIONAL INFORMATION

Language Skills;

- English (Fluent)
- Arabic (Fluent)
- Italian (Native)

Computer Skills;

- Microsoft Office Applications
- Adobe Photoshop
- Adobe Illustrator
- Flash Presentation
- BackOffice (Sales & Logistics)
- Video & Audio editing

CRM Skills;

- Freshdesk
- Zendesk
- Mhelpdesk
- inConnect Hosted
- Zipwire
- Avaya

Digital Marketing Skills;

- Search Engine Optimization (SEO)
- Social Media Marketing
- B2B Content Marketing
- Email Marketing
- Keyword Research Reports
- Google (Plus, Analytics, AdWord, etc.)
- Graphic Designing
- Facebook, Instagram, Twitter, Youtube and LinkedIn

Communication Skills;

- Good Communication skills with co-workers

- Memo Preparation
- Filing and maintaining files
- Preparing and Maintaining Sales Reports

Leadership Skills;

- Customer Relationship Management
- Problem Solving and Decision-making
- Planning of Goals, Objectives and Strategies
- Delegation
- Basics of Internal Communication
- Leading by example