

# Ziad Aoun

## Looking for a new challenge which is suitable for my career

Dubai

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Customer-oriented service professional with more than 4 years of experience in fast-paced organizations. Independent team player and diplomatic with excellent organizational, analytical and strategic thinking skills. Possess awareness on targets and deadlines. Can work individually or as part of a team.

## Work Experience

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### Customer Service Representative

Dubai Health Authority - Dubai

May 2018 to November 2019

Dubai

- Handling different DHA facilities inquiries(Health regulation, Medical Fitness, Primary Health Centers, Hospitals, Health Funding )
- Assisting professionals and facilities through website and online systems and solving their issues.
- Assisting new agents by giving support, refreshment and training.
- Working as a part of the Complaint Handling team where I receive, validate, log the complaints on the system through all channels (Calls and Email) and follow up till closure.
- Audit the process to ensure all issues are solved up to the patient's satisfaction and in line with the DHA rules and regulations.
- Handle all regulations calls (Doctors and Facility licenses) where I update them on required documents and the process of the application.
- Follow up and provide updates on application status.
- Monitoring, evaluating, and training new staff on customer service skills, telephone skills and using registration systems (Cosmo, Gynesis, CRM)
- Assisting supervisor to action all queues and handling customers who require special assistance.
- Acting as in shift leader and perform all required supervisory function in absence of supervisors by handling staff queries and customer complains.
- Insure the high standards of customer service for corporate & telephone clients.
- Support other departments by assisting them so we can reach maximum customer experience.

### Customer Service Representative

Social Media

March 2014 to December 2017

Renault, Algeria

- Updating the company's advertisements on social media websites (Twitter, Facebook, YouTube, and Instagram).
- Replying to customers' comments, complaints, tweets, and queries quickly.
- Registering customers' complaints from online communication.
- Answering the customers' queries in a professional manner.
- Replying to customers' in the same way (public messaging, and private messaging).
- Introducing the company's updates to the customers, and provide further information in case if they ask for.
- Creating a database of the customers' queries, comments, and questions, to be sent and analyzed by the administrative team.
- Updating the company's sales posts on different marketing websites (Jumia, Alibaba.com, and Amazon).
- Using Professional techniques, language, strategies and computer skills while chatting to the customer, and paying attention to his/her query.
- Placing, preparing, and dispatching online orders.

## Education

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### **Master's in linguistics**

University of Badji Mokhtar Annaba - Annaba  
September 2012 to July 2017

## Skills

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PROBLEM RESOLUTION, TRAINING, TIME MANAGEMENT, LEADERSHIP DEVELOPMENT, PUBLIC RELATIONS, Office, Microsoft Office, CRM, Communication, Adaptable To new situation, Adaptable To changes, Self-Development, Training, Fast learner

## Additional Information

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### Skills

- Trilingual; Arabic, English and French. • Leadership Development
- Quality and Productivity Improvement • Public Relations
- Problem Resolution • Performance Evaluations
- Personnel Supervision • Training skills
- Well-Developed Listening Skills • Time Management
- Oral Communication • Very pleasant personality.
- Microsoft Office(TM) (Word(TM), Excel(TM) PowerPoint(TM)) Windows(TM) (7(TM), Vista(TM), XP(TM)), Adobe(TM)