

MERCIBELLE HEMADY

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Al Rasheed Building, Al Riqqa street, Dubai



PROFESSIONAL SUMMARY

Accomplished Supervisor who drives success and directs high-producing teams while developing high levels of employee loyalty. Experienced in using cost- reduction methods and streamline production processes. Focused on meeting customer's expectations and achieving company's goals and objectives.

WORK EXPERIENCE

Supervisor Customer Affairs [Emirates Airlines • Dubai](#)

Feb 2015 - Aug 2020

- Supervise the day to day activities of the Senior Customer Assistants, managing weekly task allocation, ensuring adequate coverage by managing attendance and leave plans, monitoring day to day performance and handling routine enquiries, including troubleshooting problems as they arise.
- Handle customer correspondence by reading, segregating and capturing data in CRM database.
- Resolve assigned complaints by acknowledging, investigating and responding to the customer directly taking a personalized approach and by using a variety of communication methods. Resolve the issue immediately where possible and aim to regain customer confidence, and restore the reputation of the company.
- Ensure all communication with customers is within service level agreements i.e. communicate to the customer keeping them informed of progress through to resolution within agreed departmental deadlines.
- Facilitate training sessions and maintain training database.

Secretary / Sr. Customer Affairs Assistant [Emirates Airlines • Dubai](#)

Aug 2000 - Feb 2015

- Monitor the daily schedule of the Departmental Head and furnish required information/documentation for meetings/appointments, by coordinating with sources within and outside the Department.
- Screen incoming mails and telephone calls, action responses, re-direct correspondence and collate to the appropriate person obtaining additional information where necessary.
- Supervise the Department's attendance records, overtime claims and verify such claims where necessary and ensure that overtime claims are processed and forwarded to Finance Department for payment.
- Source and select the appropriate candidates which will meet the business requirements.

Guest Relations Coordinator
Al Maha Desert Resort • Dubai

Jan 1999 - Jul 2000

- Collected customer feedback and delivered comprehensive reports to management to action correction.
- Effective liaison between customers and internal departments.
- Delivered excellent customer service, resulting in consistent 100% customer satisfaction rating.
- Coordinated department schedules to maximize coverage during peak hours.

Customer Service Agent
Dnata Emirates Group • Dubai

Apr 1992 - Nov 1998

- Delivered consistent excellent customer service to guarantee a positive first response on services.
- Acted as the first point of contact for customer issues and queries, resolving effectively and efficiently.
- Implemented company policies and procedures, including health, safety and security.
- Liaised with customers and sales team to better understand customer needs and recommend appropriate solutions.

EDUCATION

Bachelor of Science in Foreign Service

Jun 1985 - Oct 1988

Lyceum of the Philippines • Manila, Philippines

SKILLS

- **Office Administration:** In-depth knowledge of business operation and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.
- **Communication:** Excellent communication and correspondence skills both spoken and written. Handles internal and external customers at all levels via telephone and email to ensure successful communication through active listening and thoughtful questions.
- **Problem Solving:** Resolves in-depth queries in a methodical manner, independently and with internal and external business partners, to find appropriate resolutions and efficiencies.
- **Team Player:** Enjoys sharing knowledge and encouraging the development of others.
- **System Knowledge:** MS Office, CRM Data Base, World Span Airline Reservation. Experience in preparing and analyzing report data for management in timely manner.

REFERENCES

- Available upon request.