

BARAA SABOUNI

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Customer services

Versatile, bilingual (Arabic/English), Technically excellent with highly developed communication skills and empathetic approach to problem solving. Confident working autonomously or as part of a team.

EXPERIENCE

Customer services executive

NORTH AMERICAN SERVICE CENTER in United Arab Emirates (01/11/2022-Ongoing)

- Identify and assess customers' needs to achieve satisfaction, Answering questions about a company's products and services.
- Upholds customer confidentiality, especially regarding financial matters and identity.
- Resolves issues services problems and troubleshooting technical problems by investigating the customer's complaint, determining the cause of the problem, selecting and explaining the best solution for the problem, and following up to ensure resolution and customer satisfaction.
- Encoding data by CRM system, Follow up embassy appointments, Checking Clearly the documents.

Call center Agent

ASLI BABY COMPANY in Syria (01/08/2018-01/08/2022)

- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call centre database in a comprehensible way.
- Customer focus and adaptability to different personality types, offer accurate information about the company's products, services, and policies, Address customer complaints, escalate unresolved issues.
- Ability to multi-task, set priorities and manage time effectively.

Costumer services officer

MAKTABI COMPANY in Syria (01/07/2016-01/7/2018)

- Processes customer refunds, and account adjustments.
- Meet personal/customer service team sales targets and call handling quotas.
- Manage large amounts of incoming phone calls, Strong listening, communicating, and customer service skills.
- Customer orientation and ability to adapt/respond to different types of characters.

Core Proficiencies

- Product knowledge
 - Customer satisfaction
 - Attention to detail
 - Team management
 - Databases
 - Communication skills
 - Microsoft office applications
 - Ability to work under pressure
 - Problem solving
 - Time management
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Education

- Certified Human Resource Management 12/05/2024 to 01/08/2024
- Europe Computer Driving License from 01/01/2022 to 01/04/2022
- Mechanical engineering from 01/11/2013 to 01/11/2020
- Nablus high school from 01/11/2012 to 01/11/2013