

Islam Emad Al Din Abd-Al Aal

Business Bay, Dubai, United Arab Emirates



SUMMARY

Proactive Administration Supervisor & customer service / quality Controller and Agent professional offering 8+ years' experience in sales, admin, and customer service. Calm and level-headed when faced with distressed customers / travelers. Friendly nature and hard-working attitude, enabling the ability to meet any challenge in fast-paced environments.

PROFESSIONAL EXPERIENCE

RTA (Road and Transport Authority)



Administration & Buildings and Facilities Supervisor

November 2015 - Present

Job Description:


- *Administration Department:*
 - Performing day-to-day administrative tasks such as managing Directors and CEOs calendar for specific meetings, open, sort, distribute incoming correspondence, including emails / calls and processing paperwork.
 - Managing VIP visitors hospitality and parking, by coordinating between the concerned department secretaries / offices Managers and the security department.
 - Managing Events by with coordination with all involved departments, with the security department.
 - Perform general office duties such as ordering supplies, maintaining records management systems, for HQ and all departments.
 - Prepare agendas and make arrangements for committee, board, and other meetings.
 - Make travel arrangements for executives and official missions.
 - Compile, transcribe, and distribute minutes of meetings.
 - Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation
 - Supervise and train other Helpdesk staff
 - Other duties as may be assigned by the Section Manager / Department Director.
- *Buildings and Facilities Department:*
 - Generate reports and send it to the management (Manager and Director) in daily and monthly basis.
 - Issue the proper ticket and assign it the concerned contractor and engineer, using Maximo system.
 - Ensure that the ticket has been closed within SLA and all inputs according to the approved contract.
 - Liaise with vendors for the under process / complete work order.
 - Reports and escalate the emergency faults directly to the Section Manager and Department Director.

Quality assurance (DHA contact center) - Outsourced

Jan 2015 – October 2015

Job Description:

- Coach & Counsel Call Center agents regarding calls quality evaluation after doing the needed coordination with the direct supervisor and reporting the results to the direct supervisor.
- Analyzing and classifying the monitored calls into different categories according to the results of each call (high duration, repeated calls...).
- Perform initial analysis of the customer request, queries and ensure information curacy.
- Provide administrative support during projects implementation or new DHA campaigns.
- Make outbound calls to check customer satisfaction about all DHA services.

Sales and reservation / Social Media agent, Dnata Contact center 

Jan 2013 – Jan 2015

Job Description:

- Answer telephone inquiries to book reservations on multiple airlines.
- Correct errors in ticket purchases and account information.
- Resolve issues in a timely manner and escalate customers in need of further help.
- Train and mentor new agents on procedures and customer service protocols.
- Processed reservations, coordinated stand-by, and monitored cabin availability.
- Issued travel and hotel vouchers for passengers on overbooked and canceled flights.
- Explained airline policies regarding purchases, cancellations, and transfers.
- Input accurate travel information for each ticket.
- Made changes to itineraries and seat locations on request.
- Responded politely to passenger complaints regarding ticketing and baggage handling.
- Checked ticket information for passengers.
- Quickly learned reservation computer systems to ensure accurate processing.
- Booking using Amadeus, Galileo and DFO Systems.
- Managing Emirates ID social media (facebook, twitter, contact us, contact DG, and live chat).
- Supervised a team as POC in the absent of the team leader.
- Monitoring AHT, schedule adherence, calls, and trigger per hour for the agents.
- Provide necessary feedback and coaching to the agents for their quality and performance.
- Receiving complaint calls as the back office of EIDA, answering calls when there are waiting calls.
- Contacting EIDA center and follow up with customers regarding their complaints
- Send out weekly performance and calibration reports to management.
- Conduct recurring calibration sessions as frequently as required for all LOBs within Contact Center (Team leader, EIDA manager, agent, and quality) to ensure service excellent.

ETISALAT CONTACT CENTER



AJMAN, UNITED ARAB EMIRATES

*BlackBerry® Certified Customer Care Expert / Iphone technical Support
Customer service representative*

August 2010 – Jan 2013

Job Description:

- Receive and handle inbound calls, Serve customer with international quality of service.
- Help customer, for better understanding of the products and service we provide to deliver a trustworthy image about the company.
- Help and coordinate with my team to reach the AHT and service level agreement.
- Anticipate customer Needs, Enhance the level of customer satisfaction.
- Achieving KPIs, which will deliver the most value to the overall objective, e.g. cost saving, service improving.
- Follow up complaints and surprises our customers by going the extra mile to help them.

ETISALAT CONTACT CENTER



CAIRO, EGYPT

Customer Care Representative, General Inquiry & Billing Department

November 2009 – July 2010

Job Description:

- Handling complaints, Inbound Hard Calls, General Inquiry, Billing Service and Tele Sales for the largest Telecommunication Company in the Middle East "Etisalat Egypt".
- Handling Inquiries for High Level Customers "VIP Customers Section"

RAYA CONTACT CENTER

6TH OCTOBER, EGYPT

Customer Care Representative (COPC Certified)

December 2008 – October 2009

Job Description:

- Handling inbound calls Identify customer need, handling complaints to resolve customer's problems and General Inquiries.

Achievement: *Dealing and educate COPC audit team about the company process, the company gets COPC successfully as a result.*

EDUCATION / CERTIFICATIONS

CAIRO UNIVERSITY

Faculty of law

GIZA, EGYPT

October 2009

HRCI / EgyCham

Diploma of HRM (Human Resources Management)

Cairo, EGYPT

Nov 2020

LANGUAGES

Arabic: Mother Tongue (written, Speaking and Reading)

English: Fluent (written, Speaking and Reading)

Personal Information

- **Date Of Birth:** 13/07/1988
- **Marital Status:** Single.
- **Military Status:** Exempted.
- **Visa Status:** Employment Visa.
- **Driving License:** Valid UAE Driving License.
- **Car:** Available.