



Zahra Omer Jama
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CURRICULUMVITAE

Objectives:

I'm looking for a place that I can apply my education and to gain experience in, so I can help colleagues and customers. I can offer all different types of assistant and help in any different way. My main objective is to gain more experience so I can sense the true hardship of work, and hopefully use it in the future.

SKILLS

- Excellent verbal and written communication skills desired.
- Effective listening skills
- Ability to adapt to change and multi-task are essential qualities
- Familiarity with Microsoft Office products and general computer keyboard skills
- Excellent Time manager.
- Demonstrate Customer service communication skills.
- Applies problem solving skills
- Utilize customer service experience to answer and resolve customer inquiries via inbound phone calls/emails/Faxes/Callback.
- Working in a fast-paced high call volume environment.
- Self-motivated and energetic personality.
- Friendly and courteous telephone manner required
- Punctuality and efficiency, with the ability to prioritize.
- Excellent team player.

Professional Experience:-

Call Center Agent – Du Collection – 1\1\2016- 1\6\2016

- Handling a high influx of out-bound calls pertaining to the reconciliation and collection of delinquent accounts, either directly or through appropriate channels including Payment Inquiry and Reconciliation & Control units.
- Preventing impending loss and increasing profitability through negotiation and enforcement of scheduled collection campaigns, consistently achieving a 70% recovery rate of billing cycle.
- Structuring an efficient call back strategy to drive productivity levels and build strong customer relations.

Qualification:

1- Banking diploma certificate from emirates institute banking and finance.

Graduated from High School 2012.

3- Ielts certificate \5.0

Bank teller training certificate.

:Computer Skills

- Professional with Microsoft Word, Excel, and PowerPoint, and Internet.

Personal Data:

1. Name: Zahra Omer Jama.
2. DOB: 1\2\1994.

