

Amani Ali Algamer

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Professional Summary

Senior SCR with 3+ years of experience delivering top-tier support in fast-paced environments. Skilled in CRM systems, conflict resolution, and multi-channel communication

Experience

- **Dubai Health Authority** 2023 - 2024
Customer service Agent
 - Handling inbound and outbound customer calls.
 - Responding to customer inquiries and resolving issues.
 - Scheduling, rescheduling, or canceling patient appointments and coordinating with other departments .
 - Troubleshooting and resolving customer complaints.
 - Escalating complex issues to senior agents or supervisors.
 - Following up on customer issues to ensure resolution.
 - Accurately documenting customer interactions in CRM systems.
 - Updating customer information and records.
 - Generating reports and analyzing customer data.
 - Communicating effectively with customers via phone, email, or chat.
 - Providing clear and concise information.
 - Meeting call handling targets and productivity standards.
 - Achieving customer satisfaction and quality scores.
 - Adhering to call centre policies and process.
 - Participating in training and development programs.
 - Collaborating with team members to achieve call centre goals.

Skills

- Customer Relationship Management (CRM) systems: such as MOTC ,HPSM and ZOHO
- Helpdesk software: such as Zendesk or Freshdesk
- Communication Skills Active listening Clear and concise communication
- Problem-Solving Skills Analyzing problems and identifying solutions Offering alternative solutions

Languages

- Native Arabic
- Professional English language

Education

- **Sudan University (Faculty of English language and translation)** 2019
Bechalor Degree