



AISHA OMAR

📍 Ajman, UAE

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SKILLS

- Process optimisation
- Sales negotiating
- Logistical planning
- Customer needs analysis
- Sales enquiry handling
- Telesales techniques
- Resilience to stressful situations
- Telephone manners
- Documentation expertise
- Telephone enquiries specialist
- Email administration

SUMMARY

Knowledgeable customer service management professional successful at improving team productivity, reducing escalated calls and increasing customer satisfaction scores.

EXPERIENCE

March 2023 - Current

Customer Service Representative Gaelan hospital

- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Maximised customer satisfaction by resolving service issues promptly.
- Addressed customer service enquires quickly and accurately.
- Processed and issued product orders and service upgrades for customers.
- Built rapport with customers through courteous and professional communications.
- Spearheaded community engagement initiatives, enhancing brand visibility and fostering positive local relations.

March 2019 - Current

Officer Guest Service Thumbay University Hospital | Ajman, UAE

- Coordinate and manage communication between patients and staff and follow up to ensure we resolve patients concerns
- Strategizing and monitoring daily activities of Guest service operation
- Assisting guest service staff with duties where required
- Investigating and solving customer service complaints
- Maintaining documentation pertaining to guest service department activities
- Performing additional duties where needed
- Monitoring all the out-patient services, including appointment, registration, billing, procedures and investigations report
- Monitoring and arranging stationary, Hardware and other required items for the Department
- Communicate courteously with patients by telephone, email, letter and face-to-face
- Investigate and solve patient's' problems, which may be complex or long-standing, that have been passed on by guest service assistants
- Handle patient complaints or any major incidents, happened in the hospital on daily operations

- Improve customer service procedures, policies and standards for your organization or department
- Responsible for maintaining and updating patient medical record

March 2010 - February 2018

Assistant Teacher Al Hikmah Private School | Ajman, UAE

- Help teachers prepare lesson plans
- Set up necessary material for classes (e.g., projectors, chemistry sets)
- Track student attendance and class schedules
- Review material taught in class with individual students with learning challenges
- Work with smaller groups of students for remedial teaching or reinforcing the learning process
- Escort and supervise students in field trips and school activities
- Make sure classrooms are safe and tidy before classes start
- Help students adjust, learn and socialize and report to teachers about possible behavioral issues

January 2008 - February 2010

Contact center Representative Al Mahari Call Center | Ras Al Khaimah, UAE

- Attend to inbound & outbound calls of the customers
- Transfer calls to designated extensions & concerned departments
- Take note of the messages & relay to proper authority
- Capable of handling issues and complaints & provide solutions to the clients
- Maintain confidentiality of valuable information of the company

PERSONAL INFORMATION

- Passport Number: 08391327
- Citizenship: Yemen
- Date of birth: 09/30/90
- Gender: Female
- Driving Licence: LTV
- Marital status: Single
- Visa: Employment Visa

EDUCATION

01/2008

Secondary school

Al Jurf school for secondary Education, Ajman

Diploma in Microsoft Office user Specialist | Microsoft Office, Windows 2000, Basic MS Office, knowledge of Internet, English Typing senior

TRAINING

- Telephone Etiquette
- Stress Management
- Face to Face (Customer Service)
- Customer Service (Over the Phone)
- Infection Control
- Fire & Safety

LANGUAGES

Arabic: C2

Proficient

English: C1

Advanced

Urdu: B1

Intermediate