

ABIR ELSHORBAGY

Customer Service Executive



INFO

- Mobile: +97150-6764655
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PERSONAL SKILLS

- Problem solver
- Communication skills
- Ability to work independently or in a team.
- Leadership skills.
- Time management
- Fluent in Arabic and English

TECHNICAL SKILLS

- Customer Relationship Management
- Data Analysis & Reporting
- Scheduling and Calendar Management
- Document Management Systems
- File and Records Management
- Insurance Policy & Expenses Management
- Data Entry and Management
- Communication Tools
- Event Coordination

EDUCATION

Bachelor of Business Administration in Marketing

- City University of Ajman (CUCA), Ajman, U.A.E

EXPERIENCE

2023- Present High Home for Building Material



Customer Service Executive

- Consistently achieved a customer satisfaction score of 95%+ through effective issue resolution and personalized support.
- Contributed to a 20% increase in customer retention by implementing proactive follow-up processes.
- Managed over 150 customer interactions daily while maintaining high accuracy and professionalism.
- Addressed customer inquiries via email, phone, and live chat, ensuring timely and accurate responses.
- Processed customer orders, returns, and refunds while adhering to company policies.
- Identified and resolved product-related issues, escalating to relevant departments when necessary.
- Monitored and analyzed customer feedback to identify trends and recommend service improvements.
- Collaborated with internal teams, including sales, marketing, and technical support, to resolve customer concerns.
- Followed up with customers post-interaction to ensure satisfaction and promote loyalty.
- Followed up with customers to ensure they received product designs, updates, or quotations as per agreed timelines.
- Provided detailed answers to technical and business inquiries about products and services, ensuring customers fully understood their options.
- Coordinated with design and technical teams to deliver accurate and timely information to customers regarding customizations or specifications.

2019 – 2023 Medicare Medical Centre



Patient Administration (PA)

- Responsible for registering patients, gathering necessary information, and preparing records for admission.
- Delegated tasks and responsibilities to team members daily to ensure efficient workflow and task completion.
- Assisted patients by coordinating referrals to other medical centers as requested by doctors, ensuring seamless transitions of care.
- Guided patients to ensure compliance with Medicare policies, procedures, guidelines, and insurance requirements.
- Collaborated with doctors across various departments to address patient inquiries and provide accurate information.
- Provided administrative support to staff members as directed by the manager, ensuring smooth operations.
- Oversaw the efficient processing and distribution of incoming and outgoing mail to maintain communication flow.
- Handled incoming phone calls with professionalism and courtesy, ensuring all inquiries and visitors were attended to appropriately.
- Manages patient billing, registering, prepares claims for insurance through E-claim, open Jet and follows up on payments and scheduling appointments.
- Coordinates patient discharges, including arranging follow-up appointments and ensuring all discharge paperwork is completed.
- Directed inquiries to the relevant departments or personnel, facilitating prompt and accurate responses.
- Maintained and regularly updated information displays for member use, ensuring accuracy and accessibility.
- Ensured the safe and organized management of sensitive information and communications related to the premise.
- Managing patient flow to reduce waiting times, especially in busy emergency departments or outpatient clinics.

2017 – 2018 American School of Creative Science



Administrator Officer

- Responded to calls and inquiries from parents, providing detailed information about the school curriculum and after-school activities available to students.
- Scheduled student and visitor interviews based on personnel availability, ensuring efficient time management.
- Coordinated with various departments using CRM systems to streamline communication and track progress.
- Documented and followed up on parental feedback and complaints, ensuring timely resolution and satisfaction.
- Communicated parent concerns and specific requests to the team leader, providing regular updates on progress and outcomes.

2016 – 2017 Hadaf Al Khaleej Debt Collection L.L.C (Etisalat Project)



Call Center Debt Officer

- Collected overdue bill payments, ensuring accurate documentation and adherence to collection protocols.
- Recorded client commitments regarding debt repayment plans, maintaining detailed and organized records.
- Utilized the Credit Bureau Information System to locate customers and conduct background checks to assess customer credibility.
- Provided tailored consultations to customers on debt repayment options and referred them to the Debt Counseling Department for further assistance.