

# Radwa Reda Hamed Hammad

Customer Happiness Consultant

UAE

971501910134

[radwa\\_hammad@yahoo.com](mailto:radwa_hammad@yahoo.com)



## Summary:

Exceptionally gifted Individual looking to work with your Organization. Bringing proven ability to deliver the best quality of services to your clients, Cooperate with and Manage a team

## Education:

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- Bachelors Of Commerce (2019)
- Department : Accounting
- Grade: Good
- EL Menoufia University (Egypt)

## Experience:

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- Customer Happiness Consultant – OnTime Real Estate Trustee Services (Dubai Land Department), Dubai (Nov 2024\_Present)

### Responsibilities

- Recommended and explained medications, supplements, and skincare products to diverse customer base. Providing exceptional customer service to clients across all service channels (in-person, phone, email, and digital platforms).
- Guiding customers through DLD procedures, services, and requirements related to real estate transactions.
- Responding to inquiries and resolving customer issues related to property registration, rental services, ownership certificates, and other real estate services.
- Assisting clients with submitting applications, documentation, and service requests accurately and efficiently.
- Handling complaints professionally and ensuring timely escalation and resolution in accordance with DLD policies.
- Ensuring customer satisfaction by delivering clear, accurate, and user-friendly information.
- Coordinating with internal departments to facilitate smooth processing of customer requests.
- Supporting digital transformation initiatives by encouraging customers to use smart services and online platforms.

- Accountant – Qaser Al Kout, Sharjah ( 2023 ~ 2024)

### Responsibilities:

- Receiving payments and issuing bills to customers.
- Receiving calls , coordinating reservation, and welcoming customers.
- Beside promoting new offers or discounts for customers on outbound calls using data saved by system.

- Receptionist \_ Alhoreya Language School, Egypt (2022)

Responsibilities:

- Welcome visitors and parents , Answering telephone calls and transferring them to the competent staff member

- Booking Agent Customer Service \_ Time Hotels, Egypt (2021)

Responsibilities:

- Scheduling tours and rooms with different prices.
- Communicating with other industry professionals.

- Sales Representative\_ CIB Bank, Egypt (2020)

Responsibilities:

- Developed and managed a portfolio of clients .
- Increased sales volume within one year by revamping retail and sales strategies.
- Advertising & sales
- Executed monthly sales achievement within the retail key account
- Managed overall campaigns in retail space and improve sales

## **Language skills:**

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- English: (Proficient)
- Arabic: (Native)

## **Personal & technical Skills:**

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- Excellent communication & negotiation skills.
- Time management & target-oriented.
- Basic knowledge of CRM tools & MS Office & Zoho
- Problem Solving.
- Prioritizing Service Orientation.
- Ability to Work Under Pressure.
- Great Leadership Skills