



DeqaGella

Contact Center Team Leader
Aesthetics & Patient Experience
Multichannel Operations

ABOUT

I'm an energetic and dependable professional, born and raised in the UAE, with a strong background across sales, customer service, insurance, and team support. I've trained staff, built solid customer relationships, and consistently delivered high service standards.

I thrive in fast-paced environments and lead by example, with a focus on results, collaboration, and accountability. I'm now ready to grow into a role that supports VIP service, problem-solving, and overall team success.

CONTACT ME

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-  www.linkedin.com/in/dedegella

WORK EXPERIENCE

Senior Call center Agent

American Hospital Dubai - Contact Center. | Dubai 2023- Present

- Collaborate with clinic supervisors to identify and resolve scheduling issues in real time, providing feedback to improve workflows and patient satisfaction.
- Maintain a track record of meeting or exceeding KPIs and received excellent annual appraisal feedback for reliability, teamwork, and customer focus.
- Maintain high quality standards while handling 140-180 inbound calls daily, efficiently managing appointments and general inquiries through EHR Oracle and CRM inapi, Email.
- Act as a key liaison between patients, clinics, and departments handling escalated calls, urgent matters, and providing real-time resolutions.
- Consistently entrusted with handling day-to-day operations in the absence of the Team Leader or Manager, preparing end-of-day reports and ensuring workflow continuity.
- Handled high-value aesthetics inquiries (Hydrafacial, Spectra, Q-Switch, LHR, fillers, Botox, PRP, fotona Pico, skin boosters), guiding patients with accurate treatment information and coordinating with nurses and doctors.

EDUCATION

**al zalakha secondary school abu dhabi |
UAE Abu Dhabi - Science**
2008

**Saint Petersburg state pediatric medical
academy Russia, St Petersburg - 3rd
year**
2008 - 2012

Course Studied

**Coursera: Integrated Marketing
Communications: Advertising,
Public Relations**
2019- 2019

**Coursera: Successful Negotiation:
Essential Strategies and Skills - -
University of Michigan**
2019- 2019

**Coursera: HTML, CSS, and Javascript
for Web Developers/Johns Hopkins
University**
2020- 2020

WORK EXPERIENCE

Senior Customer Service Representative

Dubai Health Authority - Complain Dept. | Dubai

2020- 2023

Maintain quality scores while managing large amounts of inbound and outbound calls in a timely manner resolve cases and identify customers' needs, clarify information for customers / patients and achieve Assist healthcare facilities & professional with DHA regulations services Handle all kinds of complaints appropriately & tasks such as listening and monitoring csr calls and share feedback to them to improve or service also training sessions to achieve and maintain high quality scores

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Sales Manager

Tasheelat (TAWFEER GROUP) | Sharjah

2017 - 2019

Handling 36 employees in the new Sharjah branch named (TASHEELAT), Tawffeer company is based in the United Arab Emirates (16 years)

Build a full sales operation from the ground up, duties include establishing a database system and recruitment of sales executives and marketing strategies training new team members. Training how to generate leads through cold calling

Managing team performance and progress & maintain relations with clients.

I've sourced qualified candidates by utilizing various web technologies, social media, resume databases and referrals from networking and social events

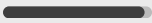
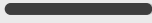





Conducted a daily morning to motivate and coaching, guidance for staff to insure hitting our target

Lowded branch unnecessary spending and replaced the same amount on rewards for each target achievement by staff, a personalized gifts and outing plans suited for each achievements

Coursera: Graphic Design
29hours - University of Colorado
Boulder

2021- 2021

SKILLS

Team Building		95%
Complain Handling		99%
Time management		77%
Detailed oriented		92%
Problem Solving		90%
Organized		90%
Communication skills		99%

COMPUTER SKILLS

MS Office applications: Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Analysis data using pivot tables, power query, Proficient in advanced functions, automating tasks with macros and VBA, Hyperlinking, Power BI - DAX

Graphics: Photopea, Canva, Picsart, Figma, Gravit

Freelancer Insurance Broker. (part time)
IUIS & CSIB I Abu Dhabi - Dubai

2017- 2019

Maintaining client relationship, cross sale, generate rates, fixing online meetings, assessing client's current cover and future needs.

since am a freelance insurance broker i was not obligated to push products from any one insurance company, Clients trust that i will offer honest, impartial advice to guide them to the right policy from the right insurer by collecting quouattaions from both insurance brokers and present the best cost-wise and benefit to insure customer satisfaction and close the deal

Insurance Advisor
Oman Insurance company I Abu Dhabi

2015- 2017

Reporting to Head of branches

30 days training and assessment completed successfully

Successfully achieved 89% score on first task, I contact old clients to cross sell and renew fleet insurance & property insurance

Maintained a stable client base of an average of 236 personal lines

Responded to 45 customer requests daily via phone and email

Generated high quality leads contributing to a revenue increase of 30% over a 6 month period starting Oct 2015

Also generated new business opportunities through company leads, networking, referrals and an average of 70 calls per day to insure securing new meetings on daily basis

Proven ability in achieving sales targets, maintaining & developing client relationships Responsible for achievement my sales target including achievement of agreed renewal ratios and growth target from new business within specified geographic

LANGUAGES

Arabic: Mother tongue

Somali: Mother tongue

Russian: Beginner

English: Fluent

HOBBIES AND INTERESTS

Readying

Graphic Design

Boxing

volunteering in Emirates red crescent