



CAROL HALABY

Customer Service



00971508046210



carolhalaby3@gmail.com

EDUCATION & CERTIFICATES

Sports injury's

Inspire Academy Dubai - 2024

First Aid

Health Safety Institute-
Dubai - 2024

Personal Trainer

Reps - Dubai - 2023

Certified Fitness Trainer

Emirates Bodybuilding &
Fitness Federation Dubai -
2021

Stage Cycling Certificate

Stage Cycling Academy Dubai - 2021

Body Builder, Trainer and Referee Certificate,

Syrian Arab Federation of Body-
Building Dubai - 2021

Aerobic & Sports Dance Certificate,

Syria Syrian Arab Federation for
Sport-For-All, 2021

Secondary High School-Syria

EXPERTISE

- Management Skills
- Digital Marketing
- Negotiation
- Communication Skills

LANGUAGE

- Arabic
- English

Soft Skills

- Body GYM system
- Zoho system
- Sentiel system
- Bayzat-HR system
- Perfect Gym system

PROFILE

Customer-oriented professional with 5 years of experience in gym reception and front desk operations. Skilled in customer service, communication, and creating a welcoming environment. Eager to join a reputable company in the UAE to grow professionally and enhance customer satisfaction.

WORK EXPERIENCE

Fitnglam Ladies Gym -Dubai

2022 - 2024

Membership Consultant

- Greet and welcome all members and guests in a warm, professional manner.
- Provide accurate information about gym services, membership options, schedules, and promotions.
- Manage and resolve member complaints or concerns with empathy and efficiency.
- Support the sales and marketing team with member outreach and promotional campaigns.

Fight & Fit Gym

2022 - 2023

Administrative Assistant

- Answer phone calls and respond to inquiries about classes, schedules, and membership details.
- Register new members, assist with enrollment forms, and maintain accurate records.
- Manage class schedules, attendance sheets, and appointment bookings.
- Handle payments, issue receipts, and track membership renewals.

Fithub woman Club-Dubai

2021 - 2022

Reception &Membership Consultant

- Handle member check-ins and check-outs efficiently using gym software
- Respond to phone calls, emails, and in-person inquiries in a timely and professional manner
- Schedule appointments and classes, and manage bookings or cancellations
- Support administrative tasks such as filing, data entry, and handling payments.

AWAD COMPUTER INSTUITUE-Syria

2019 - 2021

Front Desk

- Greet and assist students, visitors, and staff in a friendly and professional manner
- Answer phone calls, respond to inquiries, and provide accurate information about courses, schedules, and enrollment procedures.
- Assist in coordinating training sessions, exams, and events.
- Manage daily administrative tasks such as filing, data entry, and handling emails.