

# ALIA JAMAL

## CONTACT

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UAE. Dubai

## PROFILE SUMMARY

Highly motivated and hardworking professional with experience in customer service, sales, and administrative support. Skilled in communication, coordination, and problem-solving, with a proven ability to work effectively under pressure. Seeking to leverage my skills and experience in a dynamic and growth-oriented organization.

## EDUCATION

- HIGH SCHOOL | 2014
- ZAYED UNIVERSITY | 2015
- UNIVERSITY OF SHARJAH | 2016 - 2019
- ALWASEL UNIVERSITY | 2022 - 2023

## SKILLS

- Microsoft Word & Excel
- Strong Communication Skills
- Customer Service & Care
- Teamwork & Coordination
- Hardworking & Flexible

## LANGUAGES

- Arabic: Native language
- English: fluent

## WORK EXPERIENCE

### Sales Representative - Ski Dubai 2016 - 2018

- Promoted and sold tickets to customers.
- Delivered excellent customer service and achieved sales.

### Check-in & Boarding Agent - Emirates Airlines 2019 - 2020

- Assisted passengers with check-in and boarding procedures.
- Provided customer service support to ensure smooth travel experiences.

### Receptionist - Medcare Hospital 2022 - 2023

- Scheduled and rescheduled patient appointments.
- Handled patient queries with professionalism and efficiency.

### Unit Coordinator - Al Zahra Hospital 2023 - Present

- Managed patient appointments, schedules, and administrative mother tongue tasks.
- Provided reception support and assisted with patient inquiries.
- Ensured smooth coordination between departments.

### LIWA TRADING

- Working in sales and marketing to achieve monthly sales targets
- Building strong relationships with clients and maintaining high customer satisfaction.
- Promoting company products and expanding the customer base.
- Identifying customer needs and providing suitable solutions.
- Preparing sales reports and contributing to the development of sales strategies.