

PERSONAL DATA

Name	NADA SALIM EL-LAHHAM
Telephone	0500185832
Place of birth	Riyadh
Nationality	Saudi
Marital status	Married
Email	nada_nice_70@hotmail.com P.O BOX 345 Riyadh 11411 K.S.A

Education

- Diploma in Banking Business
- High School in 1988 KSA

Training Courses.

- First Aid from Saudi Red Crescent.
- First Aid from Saudi Heart Association .
- Occupational Health and Safety Specialist from Chamber of Commerce.

- Saudi human capital risk & innovation solution

- Customer service skills over the phone from the Chamber of Commerce.

- Training course specialist public relations and media from The Chamber of Commerce.

SKILLS

- Expert in the creation and establishment of call centers and customer service.
- Expert in training employees and call center customer service.
- Communication and Presentation Skills
- Strong in convincing & influence.
- can deal with the anger pax.
- can deal tactfully with different nationalities
- Good Listening
- Work under Pressure
- Ability to work in group or individually according to the job
- Very good in English
- Computer Operator

EXPERIENCE

- At present working with PTC as Supervisor call center since 15-5-2019 till Now

- worked with SAPTCO as Supervisor call center (acting as manager) since 19-1-2015 till 28-02-2019.

Worked in quality department same as previous job title

worked on weekly and monthly reports

worked on the SADAD project

Premium service reports

And put forward analyzes and solutions to complaints.

Organize staff

Organize the annual leave of the working group.

Communication with human resources in all aspects of the work team.

Training my staff on Customer service skills over the phone Face to face.

Management my Team

Work on the monthly reports through the Power Point program

Answering customer by e-mail-Provide them with pricing

Create a text messages to fixed some of the responses

Solving customer problems

Supervising the quality of customer service team to end the problems of clients.

Dealing with customers directly under any circumstances if the agent couldn't solve the client's problem.

- worked with BACS Riyadh Metro Project since 9th of NOV 2014 till 16-1-2015.

received reports of emergency calls

conversion Emergency reports to the concerned authority with the follow-up to the closure case

Creation the daily high security report

Weekly report on achievements

the tasks that will be completed in the future

Participation in an emergency evacuation through communication with employees and informing them

- worked with Motabaqah, as Supervisor call center since August 2013 till 30/9/2014.

Organize staff

Training the staff Customer service skills over the phone workshops of training programs.

- Worked with Arabian Business Innovation, as Supervisor Receptionist since May 2011 till June 2013.

Organize staff

Training my staff on Customer service skills over the phone.

Management my Team

answering customer by e-mail

solving customer problems

Receptionist the very important client

Organization of meeting rooms reservation

Organization of arrangements for meetings and events

Reception of senior visitor

- Worked with Sama fly in the (Customer Service) reservation call center since 23/11/08 .until 23/9/2010

Reservation call center

Modification Reservation

Support finance department 3 months (to transition from the IMALIA system to bookings to Sky Speed)

Work on rescheduling trips (in the Schedule section)

Helps find solutions to customer problems

Participation in the training of staff at Sky Speed Novira system

- Navitaire Skyspeed Training Certified.
- Amelia Reservation System Training Certified.
- Customer Service Training Certified.
- Trained with Alico (insurance) and passed the exam.
- I worked at ARAB National Bank as a credit cards marketing & customer service to credit cards in charge since 17-7-2006 to 31-5-2007.

ACHIEVEMENTS

- I have got 4 Top Contact Center Sales Agent Certificates.
- I have one golden medal as a reward from King Saud University for the best research about Arab language in 1989.
- I have got certificates as ideal student from my high school in 1987 & 1988.

