



ZAINAB FARDAN



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Profile

Organized Team Leader with exceptional ability to build positive rapport, inspire trust and guide teams toward achievement of organizational goals. Creates business strategies, allocates resources, finds ways to increase productivity and assesses employee performance. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership. Excellent trainer and mentor.



Skills

Staff Management



Customer Service



Coaching and Training



Sales Techniques



Market Research



MS Office



Employment

Jun 2016

Present

Team Leader & Call Center Representative

Info Smart Center (Insurance outsource services) | Bahrain

Delivered superior leadership to teams to boost performance and help team members achieve performance targets.

Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals with lagging skills.

Established open and professional relationships with team members which helped resolve issues and conflicts quickly.

Contacted clients to promote products and verify account information and maintain accuracy, resulting in increased client satisfaction.

Outsourcing

Customer Service

Solidarity Insurance | Bahrain

Recommended policies to customers and suggested other options if preferred product was unavailable.

Educated customers on various policies benefits to enhance sales.

Calculated premiums and established payment methods and processed payments.

Maintained and encouraged customer loyalty through courteous and efficient resolution of complaints and discrepancies.

Outsourcing

Call Center Agent

Now Insurance | Bahrain

Educated customers on product and service details and information.

Assisted customers by answering questions, responding to inquiries and handling telephone requests.

Recommended policies to customers, thoroughly explaining details.

Analyzed and documented the latest market trends to capitalize on existing sales opportunities.





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Strengths

- Leadership
- Communication
- Problem-solving
- Creativity
- Flexibility
- Collaboration
- Emotional Intelligence

Languages

-  Ar
-  En

Interests

-  Reading
-  Public Speaking
-  Traveling
-  Cultures

- Human Resource Assistant**
National Concrete Company | Bahrain
Recruited and screened qualified potential employees.
Delivered friendly assistance with new hires throughout interviewing and hiring process.
Organized new employee orientation schedules for all new hires.
Maintained work structure by updating job requirements and job descriptions for all positions.
Maximized team knowledge and productivity by effectively training, monitoring and directing employees in application of best practices and regulatory protocols.

Education

- 2010 – 2014 **Bachelor in International Studies System**
AMA University | Bahrain

Training & Workshops

- Jan 2014 **Coaching for Effective Leadership**
Harvest Training Center | Bahrain
- Jan 2014 **Decision Making – Conference**
Harvest Training Center | Bahrain
- Dec 2013 **Bahrain Labour Law**
Logic Institute | Bahrain