**To whom it may concern,**

I would like to introduce myself as a candidate for the employment within your respective organization for a suitable position in my field of expertise. I am presently looking for a position where my experience will make a positive contribution to your respectful organization.

I have a diverse 7 years work experience in Customer service & Call center that include my solid education background. My work ethic, professional experience and qualifications, would make me a valuable asset to your academy. I believe I can assist your organization in achieving its overall goals and objectives as I delineated my training and achievements in Customer service & Call center.

I have been described as:

1. Hand working reliable individual.
2. Always willing to learn new things and accept challenges.
3. Deadline oriented and has a respectful team player abilities.

I trust this letter of introduction and CV will provide adequate information to evaluate my qualifications as a member of your professional team.

I have enclosed my CV; I am looking forward to hear from you.

Thank you so much for your time and consideration.

Yours respectfully,

Kareema Ahmed Buhmaid



**Kareema Ahmed Buhmaid**

Mobile: +973 36943335

Email: karo0oma2012@hotmail.com

**OBJECTIVE:**

I am an ambitious, energetic, focused individual well experienced in Customer service & Call center fields, seeking your consideration for a full-time job within you Organization. My eagerness and premise for approaching your vibrant organization comes with the aim to utilize my full potential and drive force towards embracing the values of your respected organization.

**EDUCATIONAL QUALIFICATIONS:**

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| University of BahrainBusiness Administration Diploma | Manama – Bahrain [Sep 2002 – June 2006] |
| Hamad Town Secondary School. Secondary Commercial Certificate | Hamad Town - Bahrain[Sep 1999 -Jul 2002 ] |

**EMPLOYMENT/ WORK EXPERIENCE:**

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| **May, 04th 2013 – April, 30th 2016**  | **Al Haddad Motors Mercedes-Benz** **CRM Executive**  |
| *Main Responsibilities:*1. Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
2. Manage the customer care department in the absence of the manager and ensure that effectively of the tasks done by the team.
3. Use questioning and listening skills that support effective telephone communication.
4. Provide customers with product and service information.
5. Follow-up on customer inquiries not immediately resolved.
6. Assist customers with their inquiries and complaints.
7. Effectively deal with job stress, angry callers, and upset customers.
8. Call customers to conduct customer satisfaction index for both sales and service
9. Call customers to remind me about their service due.
10. Call potential customers to promote them our vehicles and maintain customer/potential customer databases.
11. Build customer’s interest in the services and products offered by the company.
12. Call our lost customers to inquire about their reasons for not purchasing.
13. Conduct campaign calls and support both service and sales department.
14. Update and clean the existing databases with changes and the status of each customer/prospective customer.
15. Departments Data entry and maintenance of customer/potential customer data bases.
16. Data capture from different resources.
17. Establish comprehensive reports about the activities conducted and provide them to the management.
18. Maintain records of telephonic interactions.
19. Recognize, document and alert the supervisor of trends in customer calls.
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|  |  |
| **July, 05th 2008 – April, 24th 2013**  | **National Motor Company** **Senior Customer Service Agent – After Sales** |
| *Main Responsibilities:*1. Established a fully integrated customer care department with the available resources and managed it effectively.
2. Guide and manage a team of 7 staff in order to provide a satisfying customer experience.
3. Handled all inquiries and complaints of customers to resolve the problems swiftly using various communication tools.
4. Create daily, weekly and monthly report to the management summarized all the work that was carried out.
5. Established different activities to increase the level of business in service department.
6. Carry out post service follow-up calls with Honda & GM brands.
7. Carry out lapsed customer follow up enabling to regain the lost business.
8. Promote the services we offer to customers at every opportunity in contact with customer.
9. Ensure that the database cleaning in the Autoline system to ensure that the data is up to date for business usage.
10. Provide the assistance to customers in booking a service appointment for their vehicles.
11. Participate in promotions and difference activities.
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**PERSONAL SKILLS:**

Reliable, punctual, hardworking, trustworthy, seeks excellence, fast learner and self-motivated.

**Basic languages**: Flaunt Arabic and English (Reading, writing, and speaking).

**SPECIAL SKILLS:**

* Strong problem solver and action taker.
* Confident, social communicator and good presenter.
* Hardworking, ambitious, reliable, meticulous and systematic.
* Able to work on own initiative and as part of a team.
* Fluent in English and Arabic.
* Ability to prepare different office documents and reports.
* Familiarity in using different office machines (i.e.: fax, photocopier).
* Good interactivity and communication skills with individuals and firms.

**TECHNICAL SKILLS:**

|  |
| --- |
| * ***Operating Systems***
* MS-Windows 98\ 2000\ XP\ Vista\ Windows 7/8/10.
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**INTERESTS, HOBBIES:**

* Reading to expand my information and culture.
* Media & Mass communication.
* Photography.

**REFERENCES:**

Available upon to request.