



## Obida Jrab

Dubai, United Arab Emirates  
Dubai Silicon Oasis

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### Objective

Seeking new challenges to join a progressive organization that effectively utilizes my professional experience and offers opportunities for advancement.

### Personal Information

- Gender: Male
- Marital Status: Married
- Visa Status: UAE Resident
- Driving License: UAE Driving License
- Nationality: Syrian

### Languages:

- Arabic, as a native first language.
- English, as a second language.

### Education

- Aleppo University, Diploma degree in Pharmaceuticals Science, (2015), Aleppo, Syria

### Work Experience

#### **Consumer Protection / Alfud Exchange/ UAE from Sep 2020 to Present.**

- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers
- Answer questions about warranties or terms of sale
- Act as the company gatekeeper
- Suggest solutions when a product malfunctions
- Handle product recalls

- Attempt to persuade customer to reconsider cancellation
- Inform customer of deals and promotions.
- Utilize computer technology to handle high call volumes.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction.
- Handle changes in policies or renewals.

### **Customer Service Representative / UAE EXCHANGE , UAE , DUBAI , From 2016 to 2020.**

- . Processing, paying and receiving transactions for all products and services which includes but not limited to; Western Union, X Press Money, Speed Remit, E Z Remit, Royal Money and Trans Fast.
- . Processing salaries through wages Protection System (WPS), foreign exchange buying and selling currencies.
- . Bank Remittances (Bank Account, Cash Pick Up, Door to door, Credit to other Bank).
- . Paying credit cards, mobile phone products payments (EZY Top) and Issuing National Bonds Certificate Purchase.
- . Paying airline ticket reservations (Air Arabia-Fly Dubai), Insurance, Newspaper product (Al WASEET) and Labour guarantee deposits.
- . Collecting required supporting documents (master document for remittance, copies of IDs, trade license, invoices and LOA) for any transaction conducted.
- . Applying and following AML rules policy and procedures of the company.
- . Handling customer's complains and find suitable solutions to achieve a proper level of customer satisfaction.
- . Answering customer's questions and provide information on procedures and policies face to face or through phone.

**Abilities & Skills:**

- Observing and learning new systems.
- Well organized and task oriented.
- Dealing with people of diverse cultures with good communication skills.
- Achieve Tangible Results.
- Self-motivated and hardworking.
- Achievement driven and performance oriented.

**References:**

Upon request.