



Zahra A

+971521484993

ireneandrews745@gmail.com

Results-driven Advisor with extensive experience in providing strategic advice and solutions to clients. Proven ability to establish strong relationships with clients, analyze and interpret data, and develop innovative solutions for complex problems. Possesses excellent communication and organizational skills, with the ability to work independently and within a team environment.

SKILLS

- Staff training
- Operations coordination
- Leadership
- Product knowledge
- Sales Expertise

EXPERIENCE

SENIOR ADVISOR

February 2020 - Present

Vision Immigration Advisors | Abu Dhabi

- Assists manager in efforts to reach profit, performance, and customer service goals
- Coordinates communication with branch staff
- Oversees and assists with the preparation of all branch reports for approval by manager
- Attends and participates in periodic staff meetings
- Manages branch operations when manager is absent
- Maintains personal Sales target on monthly basis.
- Maintained up-to-date knowledge on current industry trends and competitor activities.
- Provided detailed product information to clients in order to meet their needs.
- Provided mentorship to junior staff members, helping them advance their careers within the organization.

SENIOR PRODUCT TECHNICAL ANALYST

October 2018 - November 2019

Zycus Infotech Pvt Ltd

- Work with Product Managers and customers to determine business needs and solutions
- Address customer queries and issues in a timely manner
- Provide post-sales support to customers as needed
- Communicate customer feedback to PMG in order to make appropriate changes in product design
- Conduct internal application trials for verification and qualification of product
- Incident handling based on Priority, urgency and impact within agreed the SLA
- Rigorously chased with engineering teams to prioritize and resolve technical issues
- Maintained clear and accurate documentation of all problems and solutions
- Demonstrated contribution to the Known Error Database (KEDB) and also as a coach for

- Salesforce had to generate reports for the knowledge article contribution by individual teams, problems or respond to questions maintaining SLA
- Completed training and online courses on the product related to Procure to Pay suite
- Maintained monthly reports for customers, on open issues and project progress
- Trained new team members on customer service front and product training as well
- Consulted with product development teams to enhance products based on customer data.

ANALYST

June 2017 - October 2018

GEP

- Job responsibilities includes:
- Supervised Support team members in providing excellent customer service to callers requiring assistance for all portal related issues
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests
- Worked closely with a client like Kellogg and Cincinnati Bell for updating and maintaining supplier database
- Weekly reporting for presenting the supplier status
- Assisted the suppliers get on boarded to be ready for P2P transactions
- Effectively interacted with internal/ engineering teams in getting issues resolved for the customers and identifying and prioritizing concerns to be addressed
- Assisted in Project Management (Create test PO's, test connectivity/ functionality issues while transacting on the portal)
- Process improvement plans initiatives taken.

TEAM COACH

February 2016 - May 2017

Altisource Business Solutions Private Limited

- Coached and trained new employees joining the team
- Established clear benchmarks for performance and monitored individual and team progress
- Met or exceeded service and quality standards every review period
- Drive team meetings and share best practices and process updates.

RECOVERY SPECIALIST

Abu Dhabi

Altisource Business Solutions Private Limited

October 2013 - February 2016

- Job responsibilities includes:
- Collected payments by phone, set up wire transfers and initiated immediate plans for repayment
- Performed skip tracing on all past due accounts to locate responsible individuals
- Set up drafts and processed immediate payments after conducting thorough research and analysis of account
- Used scripted conversation prompts to convey current account information and obtain payments
- Handled estimated 300 inbound and outbound calls daily, remaining highly focused on securing required funds
- Mentored new team members to focus on compliance and yet achieve monthly goals.

TECHNICAL SUPPORT REPRESENTATIVE

Mumbai

Convergys

June 2011 - September 2013

- Provided technical support for customers via phone, email and chat; responded to customer inquiries promptly and professionally.
- Identified and solved technical issues with variety of diagnostic tools.
- Troubleshoot issues on device-specific problems, network performance, and internet connectivity.

- Utilized troubleshooting techniques to identify, analyze and resolve customer issues quickly.
- Diagnosed issues through process of elimination by asking probing questions.

EDUCATION

BACHELOR'S IN MANAGEMENT STUDIES, RETAIL, STUDIES, FINANCE	<i>Jan 2011</i>
Mumbai University,	
ICSE	<i>Jan 2008</i>
Mumbai University,	
Kimmins High School,	<i>Jan 2006</i>