

Elyse Hanna Souaiby CV

PERSONALS INFORMATION

Date of Birth: 30.07.1993

Current Address: Marina, Dubai

Phone Number: +961 70 254 258 // +971 0567184402

Nationality: Lebanese

Marital Status: Single

Sex: Female

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OBJECTIVE

My objectives are to achieve the highest education, where I can be able learn how to manage people and how to progress in the corporation through my dynamism and hard work; and to be a member of the decision making body which drives the growth and the development of the company.

QUALIFICATION

- ✓ Competent to work effectively under pressure.
- ✓ Capable in organizing and prioritizing work load.
- ✓ Tremendous human relation communication skills.
- ✓ Focus and ensure outstanding level of customer services.

PROFESSIONAL HIGHLIGHTS

- ✓ Retention and growth excellent team working skills.
- ✓ Good analytical and problem solving abilities, depending on specific client's needs and requirements.
- ✓ Proven ability to bring Sales to completion efficiently, up to budget and to the satisfaction of original next goals.

EDUCATION

2013 – 2017: Institut Supérieur des Sciences de l'Assurance - Université Saint-Joseph de Beyrouth – Huvelin

2011 – 2012: Bacc II Sociologie et Economie – Collège de la Sagesse - Achrafieh.

1996 – 2010: Collège Des Soeurs Des Saints-Coeurs Sioufi

HOBBIES

Swimming, music and dancing.

LANGUAGES

Languages.	Spoken.	Written.
French.	Fluent.	Fluent.
English.	Fluent.	Fluent.
Arabic.	Fluent.	Fluent.

COMPUTER SKILLS

Microsoft Office

Omega system

BIM POS system

Squirrel System

CRM (Customer Relationship Management)

Time Management

Avaya System

EXPERIENCES:

- **July 2019 – Present** : Call Center Manager – On The Wood UAE
 - ✓ planning and implementing call center strategies and operations
 - ✓ making sure that calls and emails are answered by the staff within agreed time scales and in an appropriate manner
 - ✓ leading by example and keep the agents motivated
 - ✓ submission sales reports to the management on a daily, weekly and monthly basis
 - ✓ Developing presentations and talks to motivate and educate call center agents
 - ✓ Conducting periodic surveys of customers and potential customers to ensure quality control
 - ✓ Managing, upgrading and updating customer databases.
 - ✓ Review results with management and identify training needs.
 - ✓ Assist and support call center staff in handling customer traffic.
 - ✓ Schedule and monitor all call center activities.
 - ✓ Mentor, guide and assist call center staff to achieve set goals and objectives.

- **November 2018 – April 2019** : Direct Sales Coordinator - Arope Insurance
 - ✓ Coordinating the sales team by managing schedules, filing important documents and communicating relevant information
 - ✓ Ensuring the adequacy of sales-related equipment or material
 - ✓ Responding to complaints from customers and give after-sales support when requested
 - ✓ Handle the processing of all orders with accuracy and timeliness
 - ✓ Inform clients of unforeseen delays or problems
 - ✓ Monitor the team's progress, identify shortcomings and propose improvements

- **June 2013 – October 2018**: Team Leader & Call Center Manager – Zaatar w Zeit Main Delivery Center
 - ✓ planning and implementing call center strategies and operations
 - ✓ improving systems and processes and managing staff
 - ✓ making sure that calls and emails are answered by the staff within agreed time scales and in an appropriate manner
 - ✓ leading by example and keep the agents motivated
 - ✓ submission sales reports to the management on a daily, weekly and monthly basis
 - ✓ Developing presentations and talks to motivate and educate call center agents
 - ✓ Communicate company goals to associates so every employee understands his or her role.
 - ✓ Conducting periodic surveys of customers and potential customers to ensure quality control
 - ✓ Managing financial activities of a call center within the budget limits.
 - ✓ Review results with management and identify training needs.
 - ✓ Managing, upgrading and updating customer databases.
 - ✓ Review results with management and identify training needs.
 - ✓ Assist and support call center staff in handling customer traffic.
 - ✓ Schedule and monitor all call center activities.
 - ✓ Mentor, guide and assist call center staff to achieve set goals and objectives.

REFERENCES:

Available upon request.