



Dania AbdulJabbar Abdulkareem

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 Iraq- Basra- Hay Al- Jamea'

Resume Summary

A graduate of Business Administration, with 4 years of experience working in Customer service, Administration and Warehouse management. My good communication skills allow me to communicate effectively and diplomatically with customers throughout my experience I build different skills like negotiation, persuasion and working under pressure further more I have good experience in working on both CRM, ERP and Al Bayan. And I have passion and love to continue my learning journey with your respectful organization

Education

University of Basra

Business Administration

College of Economics & Management- 2019

Islamic University of Lebanon

MSc in Business Administration – ongoing

Skills

- ❖ Communication skills
- ❖ Persuasion skills
- ❖ Negotiation skills
- ❖ Time management skills
- ❖ Problem solving skills
- ❖ Work under pressure
- ❖ Working with a team
- ❖ Microsoft office
- ❖ AL Bayan Software
- ❖ ERP

Languages:

- ❖ Arabic: Native
- ❖ English: upper intermediate

Experience

AsiaCell (2019 – 2022)

As Call center Agent – Part time

Duties

- ❖ Receive and respond to customers and provide information on products/services and handle inbound calls to ensure information is provided on AsiaCell new products, services, promotions
- ❖ Following up complicated customer calls where required.
- ❖ Completing call notes and call reports as necessary and updating them in the CRM.
- ❖ Follow communication “scripts” when handling different topics
- ❖ Obtaining and evaluating all relevant data to handle complaints and inquiries.
- ❖ Recording details of comments, inquiries, complaints, and actions taken.
- ❖ Managing administration, communicating and coordinating with internal departments.
- ❖ Identifying, escalating priority issues and reporting to the high-level management.
- ❖ Processing forms, orders, and applications requested by the customers.
- ❖ Researching required information using available resources.
- ❖ Handling and resolving customer complaints regarding product sales to customer service problems.
- ❖ Manage large amounts of inbound calls in a timely manner
- ❖ Build sustainable relationships and engage customers by taking the extra mile

- ❖ Maintain professional and courteous communication/quality of service with customers at all times to maintain customer satisfaction.
- ❖ Implement tasks as per the established plan, policies, and procedures to ensure consistency in handling business cases and achieving targets
- ❖ Upsell/cross-sell products/services to increase sales and generate revenues

Al-Nabaa Company - for medical supplies (2020 – 2021)

As Warehouse data entry

Duties:

- ❖ Coordinate incoming and outgoing inventory deliveries
- ❖ Check and maintain material level in the storage. So, we can avoid shortage.
- ❖ Using Al Bayan System to enter all the data of materials, Names, price and quantities
- ❖ Assign delivery/pickup stations
- ❖ Oversee and assist with the loading and unloading of deliveries
- ❖ Allocate and organize storage locations according to requirements
- ❖ Sort inventory according to established procedures
- ❖ Mark inventory with identifying information
- ❖ Update and maintain storage database
- ❖ Maintain inventory records and databases
- ❖ Coordinate the purchase of new inventory
- ❖ Provide regular inventory reports to management
- ❖ Pick and prepare orders to be shipped
- ❖ Ensure proper packaging and labelling of shipments
- ❖ Ensure shipping counts match the order documents
- ❖ Process and coordinate customer returns
- ❖ Receive and verify accuracy of incoming inventory
- ❖ Resolve any discrepancies between paperwork and inventory received
- ❖ Inspect and ensure quality of incoming inventory
- ❖ Enter all information into the system for deliveries and shipments
- ❖ Maintain all records/logs relative to shipping and receiving
- ❖ Ensure strict adherence to all housekeeping and warehouse standards.