

Dina Emad Majeed

Inbound call center agent

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Date of birth : 28/8/1997



Experience

Data Entry trainee

Majid al-amal company

1/9/2019 - 1/10/2019

I worked as a data entry and responsible of sending invites to companies or universities depending on the event that is being coordinated with the company.

Inbound call center agent

Zain IRAQ

23/1/2020 - 28/3/2023



I work as a call center agent receiving and handling calls via CRM system from customers and then i was promoted to receiving calls from dealers too...during this period i was recommended twice for back office support for 4G SIM SWAP campaign and customer survey (TNPS) .. and now i have also tasks for zain-fi special team delivery and zain cash team.

Back office customer service support officer

Zain iraq

29/3/2022 - 3/7/2022

I worked as a back office customer support officer handling tasks that set by supervisor such as links for giving support to customer's questions or complaints and solve it in a timely manner (Chat via zain app and zain IQ website) and giving support to the team in other tasks (CC agents support and sim swap link) and my performance was 100% all the months that i worked in this position

Call center agent

Dari properties

1/4/2023 - 1/5/2023



I was responsible for receiving calls from clients and answer their questions about the residential compounds's details and also promotion if i receive a new client call and record their information in the system and book a visit to sales center and if there is an issue forward it to the concerned person and solve it ASAP.

Hospitality Coordinator

Sardar Group-Jaguar and Land Rover Agencies

31/5/2023 - Still working



I work as a reception officer responsible for welcoming visitors for the service department and also for booking appointments and record it in an Excel sheet and calling clients about the survey they receive via E-mail and receiving calls answering the clients questions and transfer it to the specialized department if needed. Also making expense invoices for the maintenance department.

College of science/ physics dep.

Al-Nahrain university

6/12/2015 - 1/7/2019

Skills: microsoft office(word,Excel,power point..)

Languages: fluent english

Full time free

Customer care

Data Entry

Problem solving

Customer care support

Back office support

Promotion

Technology solutions

Customer survey

Real estate