

DIALA N. IMSEEH

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Date of birth: 19/03/1988

PROFESSIONAL EXPERIENCE

Customer Care Advisor

Aug 2015 – Jun 2022

XEROX – Arabian Office Automation

Managed Print Services (MPS)

Dealing with any queries or complaints

Managing and taking out stock for customers

Retaining subscribers through customer satisfaction

Contacting existing customers regarding upgrading their current service.

Building and maintaining strong, long-lasting customer relationships.

Managed Aramex Local accounts

Volunteer

Nov 2014 – Feb 2015

Noor Al- Hussein Foundation

Monitor and evaluate the projects through continuous monitoring and coordination of activities while ensuring that all deliverables are being met and evaluated according to FHI360 monitoring and evaluation system.

Product Expert

Jun 2013 – Sep 2014

ROSENSE - Wrood Isparta LTD

Serving customers and assisting shoppers to find the items they are looking for.

Dealing with any queries or complaints

Advising customers on their purchases

Whizz Education Advisor

Feb 2011 – Sep 2012

Whizz Education

Taking incoming customer calls from individual subscribers and schools.

Retaining subscribers through customer satisfaction and generating new business.

Provide support and assistance to the Country Manager

Contacting schools regarding invoices and upgrading their service.

Telesales
Orange Telecom

Feb 2009 - May 2009

Contact existing customers and new prospects to attempt to sell products or services.
Use a database to identify customers who have bought a product in the past or prospects whose profiles indicate that they are likely to buy.

Sales and Customer Service Sep 2006 - March 2008
Splash Store - Landmark Jordan PSC LTD

Serving customers and assisting shoppers to find the items they are looking for.
Dealing with any queries or complaints
Advising customers on their purchases
Ordering, managing and taking out stock
Being responsible for processing cash and card payments.

EDUCATION

Al- Zaytoonah University 2007 – 2012
Bachelor of Marketing- Faculty of Business

Latin Secondary School (Fuheis) 2005 - 2006
High School Certificate Information Technology

SKILLS

- Proficiency in ERP, CRM and CCPS Applications.
- Participating in the WOW service.
- Excellent Communication skills face to face and over the phone.
- Computer usage & Microsoft office, Internet Applications & Electronic mail.
- Fast Learner and Ability to learn any new programs.
- Ambitious, well organized and Team player.
- Hard Worker and ability to work well under pressure and unsupervised

References Furnished Upon Request