

HATIM GASM

CUSTOMER SERVICE REPRESENTATIVE
DUBAI
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Summary

Experienced Call Center Agent skilled in managing high-volume inquiries, providing exceptional customer service, and achieving KPIs in various industries. Proficient in CRM tools and multilingual communication, fostering customer satisfaction and operational efficiency.

Education

Kalasalingam Academy of Research and Education

Master of Engineering in Computer Science and Engineering

Jul 2016 – May 2018

Madurai, India

Sudan International University

Bachelor of Science in Computer Science and Network Management

Apr 2011 – Dec 2015

Khartoum, Sudan

Skills

- Problem-Solving Abilities
- CRM Proficiency
- Data-Driven Decision Making
- Bilingual Communication
- Technical Skills
- Upselling and Cross-selling
- Team Collaboration
- Active Listening
- Inbound and Outbound Call Handling
- Time Management and Multitasking
- Customer Service Excellence

Experiences

Guest Service Officer

Atlantis Resorts

Sep 2024 – Dec 2024

Dubai

- Warmly welcomed guests upon arrival, ensuring a seamless check-in/check-out experience aligned with Forbes standards of excellence.
- Provided accurate information about resort services, amenities, and local attractions to enhance guest experiences.
- Proactively addressed and resolved guest complaints and concerns promptly, ensuring guest satisfaction and loyalty.
- Maintained a comprehensive record of guest preferences and feedback, enabling tailored personalized service during their stay.
- Collaborated with various departments to fulfill guest requests, ensuring smooth operations and timely responses using Opera PMS and Amadeus tools.
- Monitored guest satisfaction metrics and suggested service quality improvements to elevate the overall guest experience.
- Managed bookings and provided concierge services including transportation arrangements, tour bookings, and dining reservations to streamline guest itineraries.
- Delivered exceptional service by coordinating with housekeeping and maintenance teams to meet special guest requests efficiently.
- Assisted with reservations, special requests, and event planning, delivering personalized solutions for diverse guest needs.

Call Center Consultant

Dubai Islamic Bank

Feb 2024 – Aug 2024

Dubai

- Managed over 1,000 customer interactions weekly, providing accurate information about banking products and resolving inquiries with a 95% first-call resolution rate.
- Demonstrated expertise in financial services, successfully identifying customer needs and cross-selling products, contributing to a increase in new account sign-ups.
- Enhanced efficiency by documenting and analyzing customer data through CRM systems, reducing resolution time by 30%.
- Conducted quality checks on service delivery, ensuring 100% adherence to regulatory standards and reducing compliance errors.
- Exceeded performance targets by improving customer retention rates through personalized follow-ups and tailored solutions.
- Implemented feedback from quality assurance evaluations to continuously improve service delivery and maintain compliance with regulatory standards.
- Cross-sold and upsold bank products, contributing to an increase in sales and customer retention.

- Handled over 5,000 inquiries monthly via multiple channels (phone, email, and chat), maintaining a 98% customer satisfaction score.
- Improved resolution speed by 30% by optimizing CRM usage and implementing new workflows for managing payment and account-related issues.
- Actively resolved customer issues related to payment plans, account management, and transactions, ensuring a seamless user experience.
- Educated 3,000+ customers on app functionalities, resulting in a significant increase in app downloads and user engagement.
- Maintained up-to-date knowledge of Tabby’s services and industry trends to provide accurate information and proactive support.
- Conducted post-interaction surveys to gather actionable feedback, reducing recurring complaints and enhancing service quality.
- Analyzed customer service metrics, presenting insights to leadership that drove process improvements and a boost in overall efficiency.

- Provided high-quality service a high volume of customers in an online property booking environment, maintaining a 95% first-contact resolution rate.
- Resolved over 300 booking-related issues per month with a 97% satisfaction rate, utilizing strategic problem-solving techniques and proactive follow-ups.
- Handling high-volume inquiries: Efficiently managed a large volume of customer inquiries while maintaining professionalism and ensuring timely responses.
- Complaint resolution: Handled booking-related issues and customer complaints with empathy and urgency, ensuring swift resolutions to maintain high customer satisfaction.
- Increased property bookings by 30% by delivering detailed property descriptions, availability updates, and pricing options tailored to client preferences.
- Leveraged CRM tools to track and manage over 150 customer interactions daily, ensuring accurate data and seamless communication.
- Enhanced customer loyalty by scheduling 400+ viewings monthly and coordinating with agents to address client concerns promptly.

Tools

• Zendesk • Microsoft Power BI • HelpDesk	• Opera PMS • Amadeus • Backoffice	• JIRA Ticketing System • Avaya Cloud System • Ziwo	• Tiwli Flex • Powercard • Iflex
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Languages

ARABIC | NATIVE

ENGLISH | PROFESSIONAL