**Ahmad Ibrahim Dahlan**

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Dubai, U.A.E.

**Date of Birth** : 09 August, 1988

**Nationality** : Jordanian

**Marital Status** : Single

**Driving Licence** : UAE Driving License.

**Language** : Arabic & English

**SKILLS PROFILE**

1. Drafting, reviewing and exchange correspondence.
2. Accurate, precise and highly ethical in all work-related assignments – able to contribute to corporate financial goals and objectives.
3. Able to work under pressure
4. Excellent knowledge of computer systems
5. Adaptable and flexible, able to rapidly assimilate new concepts, technologies, industries and cultures.
6. Initiative, self-motivated and ambitious.
7. Ability to work both independently and as part of a team.

**EDUCATION**

**High Secondary School Certificate (2006)**

Abu Dhabi Secondary School, Abu Dhabi, UAE

**B.A. Management Information System (MIS) (2007 - 2012)**

Applied Science University (ASU) Amman, Jordan

**Experience**

**Propertyfinder , Dubai , UAE (Mar 2017 – Present)**

Technical Operations Coordinator (Sep 2019 – Present)

• Identifying and resolving any problems/bugs

• Validate bugs and improvements requests raised by the Customer Care team and liaise with DevTeam, create Jira tickets if needed to ensure smooth operations delivery

• Liaise with team leaders, managers and department heads to update department’s needs and goals

• Designs and maintains clear operational guides to ensure consistency of operations

• Creates reports and dashboards to management team to provide insight into the overall efficiency of the Customer Care team

• Observes, reviews and analyzes processes to identify inefficiencies and areas to improve

• Actively participates in the improvement of operational processes

• Maintains Location Database and Live Map (MENA Real Estate Market)

Senior Customer Care Officer (Mar 2017 – Sep 2019)

• Respond to customer queries in a timely and accurate way, via phone (Avaya), email or chat (ZenDesk, Service Cloud ‘SalesForce’)  
• Identify customer needs and guide them in using specific features  
• Coordinate with CRM Providers and XML builders

• Check and validate XML Feeds and monitoring its performance (listings, images, live website and tools performance)

• Follow up and resolve the complaints and product/s malfunctions  
• Maintains Location Database and Live Map (MENA Real Estate Market)

**flydubai , Dubai , UAE** (Oct 2016 – Mar 2017)

Customer Service Agent (Temp 6 months contract)

* Manage large amounts of incoming calls.
* Dealing with passenger's enquiries about flight departures and arrivals.
* Provide information about policies and procedures of flydubai, tickets terms and conditions, baggage allowance and restrictions... etc.
* Using reservation system (Citrix) to make new bookings, modify and add services.
* Using the frequent flyer system (Amadeus LMS) to retrieve, enroll and update members.
* Using CRM system (Salesforce) to record day to day activities and reports (create new cases, follow up and escalate)

**Hyundai "Juma Al Majid Group", Abu Dhabi, UAE (Mar 2015 - May 2016)**

Store & Delivery Officer

* Make sure that all deliveries are conducted through the company's policies and procedures.
* Receiving new cars from the main store.
* Distribute custom papers to concerned salespeople.
* Supervise the test drive process, filling forms, making sure that the cars are always in a good condition (Cleaned, fueled...)
* Explaining car options and features to customers.
* Coordinating with the concerned persons regarding test drive cars maintenance, annual registration renewals, traffic fines if any.
* Coordinating the company drivers to insure (delivery, test drive, clearances...).
* Sending daily reports to the direct manager regarding received, delivered cars and test drive activity.

**Elite Typing Services, Abu Dhabi, UAE (Mar 2012 – Feb 2015)**

Office Manager

* Sorts, screens, and distributes incoming and outgoing mail; drafts or prepares responses to routine inquiries; prepares photocopies and facsimiles and operates a variety of office equipment.
* Preparing correct documentation to the Ministry of Labor for visa applications.
* Data Entry, Maintain office file.
* Direct calls and respond to inquiries.
* Type correspondence, reports and other documents.
* Research and assist with preparation of motions, policies and procedures.
* Prepare proposals and invoices for clients.
* Count money in cash counter at the beginning of shift to ensure that amounts are correct and that there is adequate change
* Prepares bank deposit ensuring total deposit tally with remittance of Cashiers.
* Do periodic balance sheets of amounts and number of transactions and sending daily.

**REFERENCES**

Available upon request