

Personal Info:

Name: Gufran Asaad Kamal
Place & DOB: Iraq-Basra 1991
Nationality: Iraqi
Ethnicity: Arabian
Gender: Female
Marital Status: single
Address: Iraq-Basra-Yaseen Khrabit Dist.
Cell phone: +9647833219992
Email:eng3gufran@gmail.com



Education

Bachelor of electrical , Southern Technical University , City: Basra – Country: Iraq, Year of Graduation: 2013

Language Skills:

- English Choose: intermediate
- Arabic Choose: Fluent

Taken Courses / Workshops:

- Training course in OSHA from Imperial university India ,held by AIWfaa foundation period of(15Nov. to 30 Nov 2016),Iraq-Basra
- Training course in PMP from Imperial university India ,held by AIWfaa foundation period of(15Nov. to 30 Nov 2016),Iraq-Basra

Computer Skills:

Microsoft Office: Word, Excel.

History of Employment:

1- Title / Position: Customer care agent

Company: Zain Telecommunication Iraq

Duration: from July 2014 till Oct. 2018

Duties and Responsibilities

- ❖ Understand Customer Care Strategy and plans and participate in the achievement of objectives and targets
- ❖ Implement Customer Care Department policies and procedures
- ❖ Receive and respond to customers and provide information on products/services and handle outbound/inbound calls to ensure information is provided on Zain IQ new products/services/promotions
- ❖ Escalate cases as needed to ensure questions are addressed in a timely and efficient manner
- ❖ Upsell/cross-sell products to increase sales and generate revenues
- ❖ Handle outgoing calls/mail channel lists to obtain customer feedback
- ❖ Maintain professional and courteous communication / quality of service with customers at all times to maintain customer satisfaction
- ❖ Support new services and solutions development and management processes as required to ensure fulfilment of new products requirements impacting quality of products provisioning
- ❖ Execute tasks as per the Zain IQ established plan, policies and procedures to ensure consistency in handling business cases and achieve targets