

Dania Zughair

Jerusalim
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EXPERIENCE

Senior shift leader (Customer Care)

Air Doctor

04/2022-10/2023

Achievements/Tasks

- Cross-Site Management: Successfully managed shifts spanning multiple locations, overseeing agents situated in two different sites. Simultaneously handled and monitored their cases, served as the focal point for escalations, and promptly addressed queries, ensuring efficient communication and resolution.
- participate in all the day to day customer services activities like:

Manage incoming requests between clients seeking medical care and clinics, both for B2C and B2B customers

communicate with clients worldwide

ensure the perfect solution is received for each specific case.

- Coordinate and assist to maintain effective liaison between customer services department and rest of the departments.
- Monitor performance and lead the team to achieve key performance indicators (KPIs) and provide an excellent service to customers.

SKILLS

Microsoft programs (word, excel & powerpoint).

Experience with CRM's like (salesforse , hupspot & Jira).

Social Media Marketing .

Adaptability.

Leadership.

Time Management.

LANGUAGES

Arabic _ Native

English _ Nativ

Hebrew - Good

Team Leader(customer care)

Transcend.(SHEIN Project)

1/2022 - 11/2021

Achievements/Tasks

- Distributing work (tickets) for all agents on a daily basis.
- finding ways to measure customer satisfaction and improve services
- managing a team of customer service staff
- reports and analyzes the customer service on a daily and weekly basis.
- Training and shadowing sessions for the staff to deliver a high standard of customer service.

Sales Officer & Business Development Officer

Arab Millionaire.

10/2019 - 01/2020,

Achievements/Tasks

- Account management for key customers mainly premium VIP accounts
- Identifying and contacting affiliates, influencers , sponsors and partner companies
- Working with marketing team as needed in the campaigns
- Writing and assisting with developing marketing and business materials.

Marketing & Business development Manager

16o2 Marketing & Online services.

08/2017 - 10/2019,

Achievements/Tasks

- Communicate with our partners on a daily basis on their goals and needs
- Pixel implementation in the different campaigns.
- Create lead generation campaigns, including marketing content for all touch points in the customer journey
- Strategize on new content ideas to engage our audience and work with internal teams to make them happen
- Monitor and respond quickly to customer inquiries across channels

Affiliate & IB manager

16o2 Marketing & Online services(under a forex company called

TGIFX)

12/2015 - 08/2017,

Achievements/Tasks

- Researching and recruiting new affiliates & IB.
- Analyzing sites, keywords and rankings.
- Managing and developing affiliate & IB relationships.
- Monitoring, analyzing and optimizing all campaigns.
- Keeping affiliates up to date with new products/campaigns and any program enhancements.
- Keeping track of affiliate sales.
- Negotiating commissions with new/current partners.
- Managing Introducing broker's accounts (commission, contracts and entering new trader's identification documents).

Account manager and salesperson

JTG Technology Group LTD.

03/2015 - 11/2015,

Achievements/Tasks

- Make activation calls and follow up calls to new and existing clients(100-150) calls per day.
- Manage and update contacts in CRM (Sales Forse).

customer care representative

ReachOut Wireless American project.

12/2013 - 12/2014,

Achievements/Tasks

- Responding promptly to customer inquiries
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints
- Guiding new customers through their enrollment process (checking eligibility and creating profile).

Al-Quds University, Abu dees — BA

09/2009 - 06/2013

Major in Journalism -Minor English Language .

COURSES & Trainings

- Hebrew Language course Level (א)
- 3 months course in Digital Marketing at Matti .
- 4 Months Training program on gender issues and visual storytelling.
- Completed 32 hours of training course in journalism and modern media with journalists without borders
- Participated in Journalism training course with Pyalara Ngo
- Promotion of Global Dialogue and Democracy MIFTAH
- Participated in workshops for the Palestinian Initiative for the