



## **PERSONAL INFORMATION**

### **Nationality**

Bahraini

### **Marital status**

Married

### **Date of Birth**

January, 28, 1976

### **Language**

English  
Arabic  
Persian  
Indian  
Baluchi

### **INTERESTS**

Watching  
movies  
Travelling

### **REFERENCES**

Available upon  
request

## **Yasmeen Yousif Ahmed Salman**

### **Customer Service / PR Professional**

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### **CAREER OBJECTIVE**

To obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals

### **ACADEMIC QUALIFICATIONS**

Isa Town Commercial Secondary School – 1995

### **TRAINING**

Microsoft Office

Basic Skills in Security Awareness

Skills in Service Excellence

BIBF (Positive Telephone Skills & Communication Skills) Basic Safety Orientation

### **SKILLS**

Strategic thinker able to plan and implement practical, effective solutions Influencing and persuasion skills

Handling all customer objections.

Strong Interpersonal communication skills.

Problem analysis and problem solving.

Organizational skills and customer service orientation.

Adaptability and ability to work under pressure.

Initiator

Customer Service Orientation

Strong Interpersonal-Communication skills

### **KNOWLEDGE**

Understanding of components of GEMA System.

### **AWARDS**

Long service award- 5 Years ( Oct 2001)

Long service award- 10 Years ( 2005)

### **WORK EXPERIENCE**

## 1. Milford Boutique , BAHRAIN

### **Boutique Owner / Entrepreneurs, August 2013 to May 2017 and my responsibilities are:**

Owner of an online upscale department Store.

Retailer of women, men and children's fashion, jewellery and make-up online

Selling & Promoting Cosmetics & Beauty products.

Organized all events for promotions.

Manage book keeping, expenses, and all other financial aspects of business Plan and execute entire aspect of boutique operation.

Online purchasing, ordering, merchandising, and digital advertising.

Maintained and serviced current customers while developing new business. Organized and tracked shipments and deliveries.

## 2. DHL, BAHRAIN

### **Customer Service Agent, January 1996 to December 2009 and my responsibilities are:**

#### ➤ Customer Service

Answer inbound phone calls and e-mails from other stations/ customers worldwide wishing to schedule pickups, request materials for their shipping needs and track customers packages.

Employees research problems and implement solutions that are satisfactory for both the company and the customers.

Provide employees moderately complex service information to DHL customers and resolve inquiries regarding their delayed, missing or lost packages through a variety of company provided tools.

Input and retrieve information from multiple databases and provide accurate information to expedite movement of customer materials.

Generally, handling any administration that may come into the department

#### ➤ AIRSIDE

Contacting all freight agents taking details of incoming shipments via DHL.

Maintaining and general upkeep of our importation filing systems

Process or prepare import/export documentation and assist in the customs clearance process in some markets.

#### ➤ Express Transit Services department( ETS)

Data entry on database systems.

Doing the daily report for material (inbound – out bound).

Dealing with station's worldwide.

## DECLARATION

The above information is correct to the best of my knowledge

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