

Ali Diya

Address: Beirut, Lebanon

Mobile: +961-70 82 32 12

E-mail: ali-diya95@hotmail.com

OBJECTIVE

A proactive and result-driven team player with a comprehensive skill set in various domains. Known for strategic thinking and effective problem-solving.

Committed to delivering outstanding results and building positive customer relationships.

Proven ability to analyze each customer's needs and implement effective strategies accordingly.

I'm dedicated to continuous learning, improvement and growth, and fueled by a passion for making meaningful contributions to the company's success.

EDUCATION

Lebanese International University (LIU) - Beirut, Lebanon
BS in Business Studies, Emphasis Marketing

2020

WORK EXPERIENCE

Specified Agent at After Sales POS - WHISH MONEY

June 2024 - Present

- Supervised agent activities to ensure adherence to company policies, performance benchmarks, and quality standards.
- Monitored and followed up on customer cases, ensuring timely resolution and excellent service delivery.
- Conducted thorough investigations into customer disputes, transaction anomalies, and policy compliance issues, providing actionable insights to management.
- Ensured all operations aligned with regulatory standards and internal protocols, mitigating risks and safeguarding company integrity.
- Analyzed trends and performance metrics to identify areas for improvement in processes and agent performance.
- Provided guidance and support to agents to resolve complex cases efficiently, maintaining high levels of customer satisfaction.
- Prepared detailed reports on agent performance, case statuses, and compliance findings for departmental reviews.
- Coordinated with cross-functional teams to implement solutions, enhance workflow efficiency, and improve overall service quality.

Social Work – Disaster Management Department – Lebanese Red Cross

Nov 2022 – June 2024

- Plan within the sphere standards.
- Provide counseling and training for various municipalities regarding different awareness issues.
- Conduct data analysis missions and collect data from beneficiaries.
- Facilitate the implementation of various beneficiary's projects.
- Follow up with municipalities and conduct routine test to ensure the implementation of Chlorine.
- Collaborate with UNICEF and organize vaccination campaigns.
- Implement "Wash Program".

Social Media Account Manager - Marketing Zone*Feb 2020 - Oct 2022*

- Create compelling content and publish them on various social media platforms.
- Ensure the alignment of the content with the brand voice.
- Develop comprehensive social media strategies to enhance engagement, brand visibility and brand's growth.
- Strengthen the engagement with the audience and respond to their comments and messages.
- Analyze customers feedbacks from the social media platforms and enhance their overall experience.
- Maintain the customer's loyalty and strengthen the bond between the brand and the customer.
- Collaborate with different departments to develop social media campaigns accordingly.

Patients Affairs - American University of Beirut Medical Center*Jan 2019 to Jan 2020*

- Assist patients by guiding them to the right destination.
- Assist patients by resolving issues related to medical care and services.
- Ensure the privacy and confidentiality of the patient's information in compliance with privacy regulations.
- Collaborate with various departments to improve the patient's overall experience.
- Implement strategies based on the feedbacks to enhance the patient's satisfaction and loyalty.
- Provide educational brochures and promote them.
- Assist the patients and the departments by scheduling appointments to facilitate the patient's experience.
- Assist in setting and implementing a new software for the patients and guiding them when needed.

Customer Service Representative - Teleperformance, Touch Lebanon*Mar 2016 to Jan 2019*

- Respond to customer's inquiries.
- Provide technical support and troubleshooting for telecommunications services.
- Guide customers through troubleshooting steps.
- Resolve technical issues including internet connectivity and phone services.
- Assist customers with upgrades, service activations and service plans changes.
- Educate customers on various services usage and explain their features and functionality.
- Maintain detailed records of the conversations in the data base for future enquiries.
- Follow up with the latest telecommunications features and services.
- Work within rotating scheduled shifts to ensure continuous customer service coverage.

Volunteering**Lebanese Redcross - Emergency Sector (Present)**

- Participate in emergency medical response activities.
- Conduct patients' assessments to determine the severity of their medical conditions.
- Apply basic life support to stabilize patients in critical condition before reaching the hospital.
- Provide first aid support for various injuries to insure the patient's well-being during transport.
- Communicate with team members, dispatchers and healthcare professionals during emergencies.

Lebanese Redcross – Youth Department

- Coordinate and facilitate various donation campaigns and assisting in fundraising events.
- Conduct field visits to different families and assisting them when needed.
- Organize and execute various events for the youth.

SKILLS AND ABILITIES

Communication Skills - Negotiation Skills - Problem Solving - Customer Service - Active Listener - Empathetic
- Patient - Time Management Skills - Team Player - Detail Oriented - Decision making - Multitasking -
Interpersonal Skills - Conflict Prevention - Critical Thinking - Task Prioritization - Collaboration - Customer
Education

High Technical Skills:

Microsoft Office - Oracle Software - CISCO - Minerva - EPIC Software

Languages: Arabic: Native, English: Fluent
