



# Zakaria Fattal

## CURRICULUM VITAE

Seek challenging roles in an organization that helps me to make strong contributions to organizational goals through perseverance, hard work and continued development of my personal skills and career path



zakariafattal@hotmail.com



+971568835665



Dubai, UAE



03 January, 1992

### In

linkedin.com/in/zakaria-fattal-37a066a2

## PERSONAL SKILLS

Self motivation

Leadership

Team effort

Patience & consistency

Ability to handle stress stress & work pressure

## LANGUAGES

English



Arabic



## SOFTWARE & COMPUTER SKILLS

Ticketing tools

Call systems

Ms Office

## WORK EXPERIENCE

### Call center & Sales Manager

#### Novomed clinics

08/2021 – Present

Dubai, UAE

Novomed is a multidisciplinary group of clinics in Dubai, Alain, Abu Dhabi and Beverly hills

##### Duties & Responsibilities:

- Oversee team performance, KPIs and attendance among the group to ensure call center and sales standards are being met.
- Help sales reps to achieve their monthly targets.
- Sponsor and conduct trainings regularly and provide feedbacks, coaching and guidance to staff continuously.
- Call listening and chat quality monitoring on daily/weekly/monthly.
- Set and distribute team's monthly incentives (performance based).
- Real time queue monitoring, agent status and SL (total incoming, outbound and missed calls).
- Create, maintain and update Knowledge Base and other training materials.
- Prepare sales reports and findings across the group and discuss it with senior managements.
- Prepare call center reports Daily/Weekly/Monthly/Yearly with findings and action plan.
- Planning strategies based on findings in coordination with involved team members and departments.
- Announce, communicate and enforce new implementations across the team
- Discuss common concerns and solutions with other departments heads.
- Address doctor's sales related concerns along with marketing and operation management.
- Assist hiring and boarding new staff along with their training journey.
- Track and enforce proper follow ups on leads and other daily tasks.
- Ensuring healthy and friendly working environment to the staff.

### Call center supervisor

#### Novomed clinics

01/2019 – 7/21

Dubai, UAE

Novomed is a multidisciplinary group of clinics in Dubai, Alain, Abu Dhabi and Beverly hills

##### Duties & Responsibilities:

- Oversee team performance, KPIs and attendance among the group to ensure call center and sales standards are being met.
- Sponsor and conduct trainings regularly and provide feedbacks, coaching and guidance to staff continuously.
- Call listening and chat quality monitoring on daily/weekly/monthly.
- Set and distribute team's monthly incentives (performance based).
- Real time queue monitoring, agent status and SL (total incoming, outbound and missed calls).
- Create, maintain and update Knowledge Base and other training materials.
- Prepare call center reports Daily/Weekly/Monthly/Yearly with findings and action plan.
- Planning strategies based on findings in coordination with involved team members and departments.
- Communicate and enforce new implementations across the team
- Discuss common concerns and solutions with other departments heads.
- Assist hiring and boarding new staff along with their training journey.
- Track and enforce proper follow ups on daily tasks.
- Arrange shifts and rota based on business needs
- Ensuring healthy and friendly working environment to the staff.

## Senior call center agent

### American Center For Psychiatry and Neurology (ACPN)

07/2017 – 01/2019

Dubai, UAE

The American Center For Psychiatry and Neurology "ACPN" is an outpatient medical facility providing medical and mental health treatment.

#### Duties & Responsibilities:

- Attend inbound calls, emails and online booking requests to manage booking and inquiries.
- Insurance eligibility check for new patients and follow up on approval request for existing ones.
- Escalate unresolved complains to management and concerned departments
- Assist management in complains whenever required and escalate the unresolved cases.
- Assist management with training materials.

## Call center agent & Floor support

### noon E-commerce

01/2017 – 06/2017

Dubai, UAE

noon is an e-commerce firm (online marketing) based in UAE and KSA. *Duties & Responsibilities:*

- Attend inbound calls; inquires, order follow ups, complains..etc and resolve them accordingly.
- Create tickets for unresolved cases to be addressed to the concerned department for resolving.
- Floor support, mentoring; providing support and guidance to call center team members.
- Evaluate agents performance in chat and voice channels conduct feedback sessions with them.
- Prepare presentations and training materials.

## Assistant branch manager

### Al khebra Labors Supply

10/2014 – 01/2017

Dubai, UAE

Al Khebra is a labour Supply company which recruits domestic, skilled and unskilled workers from overseas to UAE and GCC area.

#### Duties & Responsibilities:

- Recruiting domestic and company workers from overseas to UAE and GCC area.
- Handle complains, represent the company for unresolved cases in governmental facilities.
- Respond to customers' inquiries via phone, email or correspondence.
- Supervise, rate and train staff in sales and customer service.
- Provide management with weekly and monthly reports (Revenues, staff performance..etc).

## Administrative assistant

### Aleppo University

01/2010 – 10/2013

Aleppo, Syria

University Of Aleppo is a public university, it is the second largest university in Syria after the University of Damascus.

#### Duties & responsibilities

- Register, orient, and new students according to standards and procedures.
- Prepare reports on students and activities as required by administration.
- Maintain student records as required by laws, district policies, and administrative regulations.
- Assist in employment program for fresheners.
- Answer incoming calls and inquiries.

## EDUCATION

### High School Diploma

Aleppo, Syria 2010

### English literature

Aleppo University-Faculty Of Arts & Humanities 07/2010

## PERSONAL INFORMATION

Nationality: Syrian

Marital status: Single

Visa type: Employment

Notice period: One month

Driving license: Dubai UAE