

Maram Ibrahim Al-Enezi

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CAREER OBJECTIVE

Highly skilled and customer-focused professional with experience as a Switchboard Operator, demonstrating expertise in managing high-volume communications and resolving complex customer issues efficiently. Proven ability to coordinate intricate travel arrangements. Seeking to leverage proven customer service, communication, and problem-solving abilities to contribute to a dynamic team.

WORK EXPERIENCE

Extensya Company

05/2023 - 08/2024

Switchboard Operator

- Managed high-volume daily customer calls, effectively directing incoming and outgoing communications and ensuring excellent service for airline clients.
- Resolved complex customer issues quickly, collaborating closely with supervisors to achieve immediate customer satisfaction.
- Executed government ticket bookings accurately, correctly linking them with Ministry of Finance systems (Etimad platform) and the Amadeus system.
- Coordinated travel arrangements efficiently, including selling tickets, cancellations, or rescheduling to meet changing customer needs.
- Supported sales and marketing efforts by promoting additional Saudi Airlines services and contributing to marketing campaigns.

EDUCATION

Taibah University

2 012

Bachelor of Education in History

PROFESSIONAL CLASSIFICATION

- Teaching Professional License - History

TRAINING AND COURSES

- Workplace Quality
- Foundational Leadership Skills
- After-Sales Customer Service
- Presentation Skills
- Emotional Intelligence Skills
- Effective Communication Skills
- Success Mindset
- Problem-Solving and Decision-Making Skills

PERSONAL & TECHNICAL SKILLS

- Amadeus System
- Etimad Platform
- Data Entry
- Communication Skills
- Critical Thinking
- Leadership Skills
- Presentation Skills
- Microsoft Office

LANGUAGES

- Arabic.
- English.