

SHROUK MADKOUR

Customer Support Specialist

Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering experience in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations.



Work History

2021-04 -
2021-10

Customer Service Executive

ABU DHABI ISLAMIC BANK, RAS AL-KHAIMAH, UAE

- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Facilitated inter-departmental communication to effectively provide customer support.
- Performed quality control reviews of all loan packages to check adherence with federal and state regulatory requirements.
- Identified deficiencies, discrepancies, misinformation and compliance issues with loan documentation in order to determine ineligibility or acceptance status and return non-compliant packages to teams for resolution.
- Helped customers prepare documents required to complete transactions and process requests.
- Remedied gaps in financial planning based on client needs and suitability.
- Opened new accounts and made changes to existing accounts.

2019-08 -
2020-12

Collection Officer

TAHSEEL(on behalf of ADIB BANK), SHARJAH, UAE

- Used scripted conversation prompts to convey current account information and obtain payments.



Contact

Address

AJMAN, UAE

Phone

0506376782

E-mail

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Skills

Banking

Excellent

Marketing


Excellent

- Worked in call center environment handling manual and automatically dialed outbound calls.
- Achieved performance goals on consistent basis.
- Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
- Worked with customer to create debt repayment plan based on current financial condition.
- Advised customers of alternative actions and strategies for debt repayment.
- Initiated repossession process or service disconnection upon failure of other collection methods.

Travel bookings
 Excellent

Data Entry
 Excellent

Compliance knowledge
 Excellent

Teamwork and Collaboration
 Excellent

2019-04 -
2019-07

Call Centre Agent

AIR ARABIA, SHARJAH, UAE

- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Processed order transactions and provided customers with detailed itineraries, tickets and receipts.
- Input customer reservations, payment sources and contact details into Sabre system.
- Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.

Education

2014-07 -
2018-07

BBA: Business Administration And Management

Faculty of Commerce - TANTA UNIVERSITY, EGYPT

Languages

ARABIC



Excellent

ENGLISH



Excellent