


# Othman Alhaj



 Dubai, United Arab Emirates

 +971 50 744 5045

 Othman.h.alhaj@gmail.com

 Jordanian

## Education

2011 - 2014 BA of Business Administration in Marketing and Finance- Preston University

## Experience

03/2018 - Present **Senior Service Administrative**  
DUBAI MULTI-COMMODITIES CENTRE (DMCC)

- Managing the team in terms of following up on pending transactions and solving problems, whether from the immigration, health or identity center.
- Dealing with immigration in the transaction of closing companies and corporate account with cancellation fees to ensure that the company does not owe an amount or problem before closing.
- Auditing and reconcile the financial transactions to ensure no any discrepancy in the system.
- On charge for dealing and prioritizing the urgent VIP transactions coming from the Top Management.
- Initiate, summarize and examine new ideas to ensure the ability of implementation.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Followed KPIs for all application on the system and ensure timely closure of requests.
- Ensured pro-active communication with clients in order to maintain a high level of customer satisfaction.
- Processed enhancement, including business requirement development, conducting meeting with project stakeholders and service testing and launching.
- Coordinated with authorities to resolve issues and conflicts.
- Initiated communication with clients facing issues and resolving complaints professionally.
- Provided necessary support to members to complete transactions and requests.
- Coordinated with different departments in the organization to address and resolve issues related to client satisfaction.
- Liaised with the finance department to reconcile financial reports of the department.

07/2014 – 03/2018 **Licensing and Registration Officer**  
DUBAI MULTI -COMMODITIES CENTRE (DMCC)

- Handled name reservation requests for new and existing companies.
- Assisted the member services executives in providing the clients with the physical name reservation certificate upon the client request.
- Obtained necessary approvals from respective authorities to complete company setup application.

01/2011 - 06/2014 **Customer Service Representative**  
Roads & Transportation Authority (RTA)

- Resolving customer issues related to SALIK traffic violations, new registration and amendments.
- Managing the emails received from the customer care and responding within the maximum time frame of 24 to 48 working hours.
- Guiding the clients with the needed information through all communication channels.

01/2006 - 12/2010 **Surveyor & Data Entry**  
IPSOS

- Contacted the customers in order to collect feedback concerning the quality of the products and after-sales services.
- Documented the feedback in the system

## Languages

- Arabic: Native
- English: Proficient

## Training and Courses

- Business English Writing with DMCC Gameplan Solutions (Dubai) - **2017**.
- Assertiveness Training with DMCC HNI Training & Coaching (Dubai) - **2016**
- Stress Management with DMCC Select Training & Management Consultancy L.L.C (Dubai) – **2012**
- Effective Team Leadership Skills with RTA Spearhead Training (Dubai) – **2014**
- Attention Management with DMCC Select Training & Management Consultancy L.L.C (Dubai) – **2013**
- Computer Basics Course. Hanan Center for Community Development (Palestine) - **2008**

## Skills

- Negotiation
- Training Staff.
- Time Management
- Team Leading
- Problem Solving
- Quick Learner
- Analytical Skills
- MS Office
- Excel, Word, PowerPoint
- Oracle.
- Sales Force.