

CURRICULUM VITAE

ALYAZIAH SAEED HAMAD SUHAIL AL DAHMANI

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PROFESSIONAL SUMMARY

Motivated and detail-oriented professional with 2 years of experience in customer service and document management. Skilled in analysing customer feedback, improving service quality, and developing performance metrics. Strong interpersonal skills with the ability to work effectively both independently and within a team. Committed to achieving organizational goals through efficient task execution and continuous professional development.

EDUCATION

High School Certificate

Diploma in Cyber Security

- Identifying and fixing vulnerabilities within existing security systems
- Performing penetration tests or working directly with [penetration testers](#) to assess potential security problems
- Developing organization-wide security measures
- Documenting known security breaches and vulnerabilities
- Providing feedback to cybersecurity engineers to improve proposed or existing systems
- Staying up-to-date on the latest [information technology \(IT\)](#) and cybersecurity developments

WORK EXPERIENCE

Customer Service Representative & Document Specialist

- Conducted specialized studies to define key performance indicators and improve service standards in collaboration with the Quality Department.
- Developed and updated customer service procedures, ensuring prompt and professional responses to customer inquiries.
- Created advanced programs and initiatives to exceed customer expectations and enhance service delivery.
- Analyzed customer satisfaction data, identified recurring issues, and developed strategic solutions to address service gaps.
- Prepared detailed reports and documentation related to customer service activities, ensuring compliance with company policies and procedures.

Computer Operator

- Setting up computers and other hardware devices.
- Meeting with the IT team to determine the sequence of operations.
- Starting operations by entering computer commands.

- Monitoring error and stoppage messages.
- Correcting errors, loading paper, and adjusting equipment settings.
- Troubleshooting equipment malfunctions and software errors.
- Responding to user requests and problems.
- Performing preventative maintenance.
- Maintaining supply inventory.
- Ensuring the security of the company's computer systems.

SKILLS

- Technical Skills: Proficient in Microsoft Office, Internet applications, and basic cybersecurity principles.
- Customer Service: Strong communication skills, problem-solving abilities, and commitment to customer satisfaction.
- Organizational Skills: Effective in planning, organizing, and managing tasks to meet deadlines.
- Interpersonal Skills: Ability to work well under pressure, both independently and in team environments.
- Adaptability: Quick learner with a flexible approach to changing work environments and tasks.

LANGUAGES

- Arabic: Native
- English: Proficient

PERSONAL INFORMATION

- Nationality: United Arab Emirates
- Date of Birth: 19 November 2003
- Marital Status: Single

DECLARATION

I hereby declare that the information provided is accurate to the best of my knowledge and I am confident in my ability to contribute effectively to your team.

Alyaziah Saeed Hamad Suhail Al Dahmani