



ASMAA MAIZ

Dynamic and results-driven professional with solid experience in customer service, collections, and sales across telecommunications and utilities sectors. Proven ability to exceed KPIs, resolve complex customer issues, and build lasting client relationships. Skilled in handling high-volume service environments with a focus on accuracy, compliance, and customer satisfaction. Proficient in SAP, CRM systems, Excel, and Outlook, with strong problem-solving and organizational skills that support operational excellence in utility and government service settings.

WORK EXPERIENCE

● Customer Retention Specialist

MAR 2024 - PRESENT

DU Company, UAE

- Spearheaded customer retention initiatives, maintaining a retention rate of over 90% for high-value clients by providing tailored solutions and resolving disputes efficiently.
- Increased customer satisfaction by 15% through personalized support, proactive follow-ups, and prompt issue resolution.
- Collaborated with cross-functional teams to develop and implement effective retention campaigns, resulting in a 10% reduction in customer churn.
- Analyzed customer feedback and engagement data using CRM systems to generate actionable insights that improved service quality and loyalty strategies.
- Handled complex customer inquiries across multiple channels (calls, emails, live chat), utilizing SAP and CRM tools to ensure accurate, timely, and professional responses aligned with company standards.

● Collection Officer

April 2023 – Jan 2024

LINRICO, Cairo, Egypt

- Recovered 90% of outstanding debts by streamlining collection processes and negotiating favorable repayment plans.
- Reduced payment discrepancies by 20% through detailed account analysis and consistent client follow-ups.
- Delivered comprehensive reports on receivables, aging, and key performance metrics to senior management to support data-driven decisions.
- Improved cash flow by optimizing collection cycles and ensuring timely resolution of overdue accounts.
- Utilized SAP and Excel to maintain accurate records, monitor account statuses, and generate real-time reports.

● Customer Service Representative

2021-2022

Teleperformance, Egypt

- Resolved 95% of customer inquiries efficiently, contributing to a 12% increase in overall customer satisfaction.
- Maintained and updated internal databases, resulting in a 15% improvement in claims processing speed and accuracy.
- Supported the team in meeting annual performance goals through exceptional service, clear communication, and innovative problem-solving.
- Handled inquiries across multiple channels while ensuring adherence to company policies and maintaining service quality standard

LANGUAGE

English: Advanced

Arabic: Native

CONTACT

Phone

+971-(0)- 552551169

Email

asmaly112@gmail.com

Address

Mohamed Bin Zayed, Abu Dhabi, UAE.

EDUCATION

Sadat University May 2020

- Bachelor of commerce.
Accounting Major

SKILLS

- Leadership & cooperation
Communication (Effective).
- Analytical & Reporting Skills.
- Negotiation & Listening Skills.
- Time Management & Organizational Skills.
- Problem Solving, Critical Thinking & Conflict Resolution.
- SAP Systems, Excel, Word, PowerPoint, Outlook, Teams.
- Self-Motivation & Adaptability.
- Driving License.
- Cultural awareness and professionalism in government settings.
- Complaint Handling & Service Recovery.
- Strong Verbal & Written.

COURSES

- Risk management course. 2022
- Six Sigma Green Belt. PRESENT