



EBTISAM AHMED BAMAZRO

PROFILE

Highly experienced Customer Service professional and interpreter. Able to handle a high volume of customer calls in a fast-paced environment, with minimum supervision, while maintaining emphasis on the highest quality of consumer service. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public. Excellent problem solving and negotiating skills. Able to make decisions independently and quickly with minimal escalations.

CONTACT

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HOBBIES

Reading
Yoga
Travelling

LANGUAGES

Arabic
English
Indonesian
Thai

EDUCATION

Bandung Islamic University

2001 - 2006

Bachelor's Degree, Islamic Law, Indonesia

student Executive Board, Association of Islamic Students

WORK EXPERIENCE

Starmedic Holding Co, Ltd., Bangkok - General Coordination

18th January 2021 – now

Coordinate between patients and hospitals, receives inquiry cases and consultations and send them to hospitals in Bangkok, Book appointments, hotel booking, solving customers issues and complain.

Al Suwaidi Company, Abu Dhabi - Legal Assistant

Dec, 2015 – Jul, 2018

Answering phone calls and meets and greets clients. Review and prepare memorandums with its portfolio documents for submission to the court. Registering new cases in Abu Dhabi and Dubai court online systems. Arrange case files and documents. Update clients regarding their case status.

Mafraq Hospital, Abu Dhabi - Customer Service Officer

Nov, 2009 – Nov, 2015

Supervising customer service porters. Guide and give information to customers. Solving customers problems. Interpreting between doctors, nurses and patients. Arranging and help the patients to register as fast as possible.

Embassy of the Kingdom of Bahrain, Bangkok - Secretary

Oct. 2008 - Oct. 2009

Writing Arabic letters and note. Arranging incoming and outgoing letters.

Bumrungrad International Hospital, Bangkok - Coordination Officer

Dec. 2006 - Oct. 2008

Coordinate between patients, nurses and doctors. Coordinate between embassies and patients. Take care of administrative tasks for the department. Receives inquiry cases and consultations. Also take care and serve the services as if customer service.