

# Zahra Marjani

Managerial Level - Quality Control & Customer Service

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## Career Synopsis

A dedicated and accomplished **Quality Control** with progressive career of approx. **14 years with EMAAR PROPERTIES** as QC - Assistant Manager, QC Officer and Contact Center Executive.

Extensive knowledge of quality control management practices with a passion for world-class service delivery and developing effective QC procedures and efficient solutions. Excellent communication skills to collaborate with internal managers, train QC team members, and maintain strong and loyal customer relationships.

## Career Objective

In the pursuit of professional development, seeking a **Managerial Level - Quality Control and Customer Service position** where my broad experience can be utilized to support and contribute to the success of an industry-leading organization.

## Career Snapshot

May 2016 - Present    **QUALITY CONTROL - ASSISTANT MANAGER**  
Apr 2011 - May 2016    **QUALITY CONTROL OFFICER**  
Jun 2006 - Apr 2011    **CONTACT CENTER EXECUTIVE**  
Emaar Properties, Dubai, UAE

## Key Competencies

- Client's Requirements
- Contact Center
- Continuous Improvement
- Corrective Actions
- Customer Service Excellence
- Goal Setting
- High Call Volume
- Multiple Tasks
- Positive Customer Experiences
- Process Improvement
- Professional Phone Etiquette
- QA Requirements
- Quality Control
- Quality Control Audits
- Quality Control Management Practices
- Quality Control Plan
- Quality Control Processes/ Procedures
- Quality Management
- Quality System
- Satisfaction & Loyalty
- Staff Recruitment/Training
- Team Management/Leadership
- Telephone Operators
- Time Management

## Personal Information

### Nationality

Iranian

### Languages

English, Persian/Farsi (Excellent)  
Arabic (Basic)

### Driving License

Valid UAE D/L

### Visa Status

Father Sponsorship

### References

Available Upon Request

## Achievements

### Bravo Award

September, January, and May 2007

### Appreciation - Team player

August 2007

## Computer Skills

Oracle

Salesforce (Email Management)  
Conversocial (Social Media Media)  
Avaya Aura (Chat Monitoring)  
Avaya (Call Monitoring)  
MS Office Package

# Occupational Profile

## QUALITY CONTROL - ASSISTANT MANAGER

**Emaar Properties,**  
Dubai, UAE

*Emaar Properties is one of the world's most valuable and admired real estate development companies. It is a Dubai-based Public Joint Stock Company listed on the Dubai Financial Market.*

### Job Responsibilities:

- Assuming responsibility for other lines of business such as Dubai Mall, Burj Khalifa, At the top, Loyalty, Social Media
- Serving as Team Leader for telephone operations and recruiting contact center agents within the contact center.
- Improving agents and collecting valuable insights from after call survey for process improvement.
- Identifying and coordinating closely with other departments to improve call resolution by empowering contact center agent.
- Facilitating and leading team efforts to establish and monitor customer relations, support strategic planning and deployment initiatives, and help develop measurement systems to determine QA improvements.
- Planning and coordinating the QA objectives for continuous improvement in all aspects of the business, including but not limited to the QA department goals, product performance issues, training and feedback.
- Preparing regular accurate performance reports for review by the QC Manager.
- Following up and reviewing calls, emails or web chat handled by the Quality Executive.
- Coordinating closely with the Team Leader and Quality Executive to prepare the action plan.
- Ensuring the highest level of customer service by identifying insight and customer pain point; analyzing customer and agent interaction to improve customer experience.
- Giving the Quality Executive feedback based on the calls they have monitored to ensure compliance with evaluation standards.
- Attending call calibration with Quality Team and Team Leaders; and monitoring critical calls related to wrong information and misleading customers.
- Preparing product and training manuals for new joiners; scheduling refresher training and session for staff.
- Recommending and supervising the need of internal/external training; identifying training requirement based on dissatisfied customer experience.

### CAREER GROWTH (Emaar Properties):

#### QUALITY CONTROL OFFICER

##### Job Responsibilities:

- Directed effort towards achieving/surpassing the set service level components, quality and productivity targets.
- Managed and coordinated the SBO floor and ensured compliance with schedule and department requirements.
- Communicated and acted as a focal point of dispersing information from management to the team and vice versa.
- Represented the company in all matters pertaining to Quality Control on-site with the client.
- Headed and managed the review and evaluation of technical requirements and documents for specified quality criteria.
- Oversaw and oversaw the QC staff to ensure that all contract requirements are being met.

#### CONTACT CENTER EXECUTIVE

##### Job Responsibilities:

- Attended all Inbound Calls (Product Enquiry/Product Complaint); and made outbound calls (as requested)
- Recorded all Customer calls to be recorded for prompt service and delivery schedules.
- Scheduled customers service appointments with proper greetings, salutation and introduction.
- Coordinated with Delivery Department and followed up for Customer New Deliveries.
- Prepared the daily report for incoming calls, outgoing calls, service appointments, delivery schedules.
- Provided and guided customers with all relevant information; liaised closely with other department on customer satisfaction.