

Khaoula Jebali

Customer Service Specialist

Doha, Qatar

[View profile on Dweet](#)

Languages

English

About

BRANDS WORKED WITH

Casa Immo

Power International

Power International Holding

Qatar Airways

Experience



● Partnership and sponsorship executive

Power International | Oct 2020 - Now

- Create and manage lead generation activity targeting potential new sponsors/ partners, supporting the Business Development Team.
- Create and manage communication with current sponsors/ partners, marketing, and legal teams.
- Coordinating the sign-off of requests for sponsorship inc. Event sponsorship, raffle prizes, and gift vouchers.
- Reporting on the scope and scale of support on an annual basis.
- Conference and events support: working with the Business Development Managers to deliver agreed marketing support activities including Delegate targeted communication (Pre/Post event), Exhibition Stand Design and Maintenance, Roller banner Design and Supply, Prize draw entry slip production.
- Work with existing InDesign templates and 3rd Party Designers to create and supply artwork to agreed deadlines for advertising in specialist education publications, as well as seasonal school event programs (e.g. Qatar National Day, Qatar Sports Day). Work with third party designers and printers in the creation and provision of any necessary brand artworks to produce a range of marketing assets and consumables as required. Identify opportunities to maintain and increase company benefits.
- Collecting and collating usable data and ideas from partners and these parties to use in future collaborations.
- Act as the main point of marketing contact in the absence of the Partnership and Sponsorship Manager.
- Full administrative and organizational support to enable the Partnerships team to fulfil contractual agreements Client and agency liaison pre, at and post event - working closely and collaboratively to ensure the smooth delivery of rights, within strict deadlines
- Developing strong relationships with clients and key internal departments to ensure smooth delivery and results for partners. Delivering partnerships onsite at festivals across Qatar as required
- Completing
- Maintaining accurate records and logs (including but not limited to accounting & invoicing/contract summaries/creative assets/program re-caps).



● Admin Assistant

Power International Holding | Dec 2020 - Mar 2021

- Assist in Off-boarding and On-boarding process
- Schedule appointments and maintain calendars
- Schedule and coordinate staff and other meetings
- Collate and distribute mail
- Prepare communications, such as memos, emails, invoices, reports, and other correspondence
- Write and edit documents from letters to reports and instructional documents
- Create and maintain filing systems, both electronic and physical
- Manage accounts and perform bookkeeping



● E-Commerce and Social Media Specialist

Qatar Airways | Nov 2019 - Nov 2020

- Oversee our customer service team of Zen Desk, LiveChat, and Phone Support Agents
- Manage, refine, and implement all customer service processes

- Set reasonable customer satisfaction goals and work with the team to meet them on a consistent basis
- Interact with customers on a daily basis, responding to their questions and guiding them as needed.
- On-board any potential new agents and train them based on your expertise and skillset
- Create and implement an effective customer loyalty program



● **Customer Service Representative**

Qatar Airways | Apr 2017 - Sep 2019

- Act as product knowledge expert for the relevant departments; Reservations, Ticketing.
- Respond to customer queries over the telephone, email
 - Sell; up-sell and cross-sell Qatar Airways products and services to the customer
 - Make outbound calls to customers to provide information as and when is is required
 - Keep oneself updated with the new products and services offered by Qatar Airways
 - Handling multi-products and services as required by the organization after the necessary training has been provided
 - Provide personalized customer service at the highest level.
 - Escalate queries to senior Contact Center staff as appropriate
 - Supporting the preparation and execution of action plans, which increase reservation sales and associated business
 - Support Customer Service Agents with complex queries
 - Ensure all Qatar Airways information is updated and available on all shared resources
 - Assist In the implementation of new products, processes, and systems
 - Deputize for Team Leader when required

● **Real Estate Executive (**

Casa Immo | Feb 2015 - Jan 2017

- Provide guidance and assist sellers and buyers in marketing and purchasing property for the right price under the best terms
- Determine clients' needs and financials abilities to propose solutions that suit them
 - Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements and related matters, ensuring a fair and honest dealing
 - Perform comparative market analysis to estimate properties' value
 - Display and market real property to possible buyers
 - Prepare necessary paperwork (contracts, leases, deeds, closing statements etc)
 - Manage property auctions or exchanges
 - Maintain and update listings of available properties
 - Cooperate with appraisers, escrow companies, lenders and home inspectors
 - Develop networks and cooperate with attorneys, mortgage lenders and contractors
 - Promote sales through advertisements, open houses and listing services