

DYAA ALI

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EDUCATION

- 2024 Diploma in Business Administration
Ousos Center
- 2011 Bachelor's degree in Translation and Interpretation
Homs University

WORK EXPERIENCE

- 2023 - Present Senior Corporate Relations Specialist
Damascus Wafa Telecom
Telecommunications
 - 1. Build and maintain strong relationships with corporate clients, ensuring satisfaction.
 - 2. Lead and mentor a team of account managers, setting targets and tracking performance.
 - 3. Develop strategies to acquire new clients, retain existing ones, and identify opportunities.
 - 4. Drive sales, negotiate contracts, and identify upselling opportunities to meet revenue targets.
- 2020 - 2023 Senior Sales Officer
Homs & Hama Banque Bemo Saudi Fransi
Fist private bank in Syria
 - 1. Build and maintain strong relationships with corporate and high-net-worth clients, addressing inquiries and resolving issues.
 - 2. Identify new business opportunities, cross-sell banking products, and achieve sales targets.
 - 3. Ensure high client satisfaction by addressing concerns and providing tailored solutions.
 - 4. Manage client portfolios, ensuring financial objectives are met and compliance with bank policies.
- 2018 - 2020 Talent Acquisition Specialist
Homs & Hama Syriatel
Telecom
 - 1. Develop and implement recruitment strategies, addressing current and future workforce needs.
 - 2. Identify and attract qualified candidates through various channels, building and maintaining a strong talent pipeline.
 - 3. Review applications, conduct interviews, and coordinate selection processes with hiring managers.
 - 4. Promote the company's culture, ensuring a positive candidate experience and engaging recruitment materials.
- 2016 - 2018 Geo Marketing Data Analyst
Homs & Hama Syriatel
Telecom
 - 1. Collect, process, and analyze geospatial and marketing data to uncover insights related to customer behavior, market trends, and geographic opportunities.
 - 2. Perform in-depth analysis to segment customers based on geographic location, demographic factors, usage patterns, and preferences.
 - 3. Monitor and analyze competitor activities in different geographic regions to identify market gaps and opportunities.
 - 4. Analyze the effectiveness of geo-targeted marketing campaigns and provide recommendations for optimization.
- 2014 - 2016 Customer Service Representative
Damascus Syriatel
Telecom
 - 1. Handle customer inquiries via phone, email, chat, or in-person, providing accurate information on telecom products and services.
 - 2. Resolve customer complaints or issues promptly, ensuring satisfaction and loyalty.
 - 3. Assist with billing inquiries, payments, charges, account adjustments, and explaining telecom plans.
 - 4. Troubleshoot service-related issues and escalate to technical teams if needed.
 - 5. Promote new products, services, and promotions to enhance customer engagement and sales.

WORK EXPERIENCE

2011 - 2014

Homs

- Night Manager
Safir Hotels & Resorts
Hotels & Resorts

- 1. Ensure all guest needs are met, including check-ins, check-outs, and addressing special requests or concerns.
- 2. Handle guest complaints or issues, resolving them promptly and professionally.
- 3. Oversee the night shift front desk team, assigning tasks and monitoring performance.
- 4. Manage hotel operations, including reservations, payments, billing, and facility maintenance.
- 5. Prepare nightly reports on occupancy, revenue, and incidents.

2007 - 2011

Homs

- Night Auditor
Safir Hotels & Resorts
Hotels & Resorts

- 1. Handle guest check-ins and check-outs, ensuring all necessary paperwork is completed.
- 2. Address guest inquiries, concerns, and special requests in a timely and professional manner.
- 3. Perform end-of-day audits, reviewing all financial transactions and reconciling discrepancies.
- 4. Prepare and submit daily financial reports, including occupancy rates, revenue, and charges.

COURSES

Strategic Planning

Stress Management

Time Management

Emotional Intelligence

Six Thinking Hats