



## PROFILE

I am flexible, reliable and possess excellent time keeping skills. I am an enthusiastic, self-motivated, reliable, responsible, hard-working person with a mature team worker and adaptable to all challenging situations. I can work well both in a team environment as well as using own initiative

## CONTACT

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+251 977 091234

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## HOBBIES

Reading  
Surfing  
Cooking  
Shopping

## LANGUAGES

Arabic – (Native)  
English – (Fluent)

# RABAB ADAM

## EDUCATION

**Computer College**  
2014 - 2016  
Advance Diploma / IBS

## WORK EXPERIENCE

**Customer Services Supervisor**  
**Aoud & Dokoun, Dubai - UAE**  
2018–2022

Direct team to achieve service initiative objective and maximize customer satisfaction. Oversee recruitment, hiring, and training of customer service staff to further company goals and sustain high customer service benchmarks. Develop, implement, and update best practices to streamline operations, standardize processes, and enhance customer service.

**Public Relationship Officer / Customer Support**  
**Red Crescent / Dubai – UAE**  
2010–2018

- Identified funding sources to support Red Crescent programs.
- Attended community events to promote Red Crescent services.
- Reviewed and recommended improvements to existing Red Crescent programs
- Identified and assigned volunteers for Red Crescent programs.
- Managed work assignments for volunteers.
- Developed youth and blood service program for Red Crescent organization.
- Proposed improvements to enhance service deliveries.
- Assisted in community outreach activities.
- Monitored performances of volunteers.

## SKILLS

- MS Office
- Management
- Leadership
- Accounting
- Social Media
- CRM