

ZOHOOR MOHAMMED SAEED MOHAMMED

DUBAI, UAE

MSISDN :055-9633814

Email: zohoursaeed@hotmail.com; zohourmahmoud7@gmail.com



PROFESSIONAL PROFILE

A dedicated professional with well experience in customer services, administration, translation and negotiation and issue -resolution with third parties as well have experience in Ecommerce in one of the biggest ecommerce companies in the Middle East 'Souq.com' which acquired recently by Amazon.com.

DEMONSTRATED SKILLS

- Highly developed people skills.
- Excellent communication and people skills.
- Ability to communicate clearly through a variety of channels – telephone/email/in-person
- Detail-oriented, with ability to prioritize work effectively and manage large volumes
- Team player with emphasis on quality and efficiency
- Hard working and enjoy taking up new challenges
- Focused on problem -solving and providing the customer with solutions within company procedures
- Able to work under tight deadlines and under pressure
- Flexible and adjusting
- Experienced in translation and communicating in a multi-cultural environment.
- Administrative and clerical skills
- MS Office/PC skills and technically skilled

CAREER HISTORY

Freelance Translator from 2015 till 2019

Souq.com recently Amazon.com

14th Dec.-till 15th October 2019

July 2019 till October 2019:-

Catalog Specialist : Content ISS Specialist:-

Inbound Support Team part of Retail Business Services:-

Handle day to day Task and ensure SLA is met as well KPI .

Ensure that product in catalog match our inventory based on the following criteria :-

Image match catalog and inventory

Barcode linked in DR. Sku and Csi to correct ASIN used global.

Barcode should linked to correct ASIN "Amazon Serial international number"

Detail page "Description, size, color, brand, Gender" should match catalog and inventory.

Item in catalog has to match inventory.

Ensure every item added to LPO and fix the issue accordingly.

Raise issue for barcode not registered in GS1 if not registered communicate with the vendor to submit NIS templates through vendor center as well provide certificate of registration of the same.

If it is early migration; there is no vendor information escalate to the vendor manger to fix the issue.

Seller Support Souq.com" Amazon.com

Nov.2018 till July 2019

Assist seller how to register on souq.com recently Amazon.

Solve sellers issues in regards missing shipment and issue compensation for certain limit while seek approval from line manager for high value items.

Follow up with courier to return the shipments to sellers such as ' cancelled or return shipments'
Follow up Full by souq items with warehouse team 'missing items or not live items or returned or removed as well return item'

Follow up with help bit Department in order to return the items to the sellers.

CUSTOMER SERVICES REPRESENTATIVE" Souq.com" 'Amazon' Dec.2015 till Nov 2018

Help customers who willing to shop online "souq.com" by providing information about souq.com products

Response to general inquiries

Assist buyer to place order online

Initiate return request and follow up refunds request.

Explain to buyers return policy as well terms and conditions of daily offers and promotions

Social Media Executive.

Dubai Financial Market "temporary job" 13.12.2015

14th June to

- Customer Service Administrator
- Respond to investor emails "in regards to their dividend, "cheques or bank account".
- Call back investor and clarify their issues
- Enter bank information in case investor choose bank account in AS 4 and approve it in back office
- Verify investors' signature in OMNI application.
- Print bar codes for investors' applications.
- Enter brokers applications in Excel sheet

EMIRATES INTEGRATED TELECOMMUNICATIONS CO. (du) 08 -Oct-2006-22nd December 2014

***CALL CENTER
BACK OFFICE .***

***thOctober 2006-10th October 2010
10th Oct.2010 -22nd December 2014***

Role Responsibility:-

1. Monitor and implement to the department writing style guide and ensure it is in line with the modern writing standards and the du approach in order to ensure compliance with grammar, style and business writing approach.
2. Coach develop and Train team in order to handle the calls in a proper way, product knowledge parallel to du business line.
3. Correctly respond appropriate to the customer issue/query in order to ensure correct assignment of trouble-tickets to relevant resolver group and clearly provide the call drivers to management for further resolution/analyses.

4. Support customer service representatives in addressing customer escalations in order to improve customer experience and provide the right solution in line with du's business writing standards.
5. Ensure a timely response to all emails received, and to meet the department SLA in order to avoid customer sending repetitive emails for their issues / concerns.
6. Proactively keep self updated and aware of all changes in products, services and processes in order to provide customers with better service.
7. Develop own skills and knowledge by attending available training courses and maintaining an up-to-date knowledge of du products, services, systems and work processes in order to effectively perform against KPIs.
8. Ensure work processes and methods are applied in a seamless manner to achieve desired customer experience.
9. Follow correspondents templates as per du's standards , to avoid unofficial writing to the customer.
10. Adhered to defined SLAs, time -keeping on the job and timely issue resolution in order to effectively deliver on end to end solution management.
11. Contributed to process improvements by suggesting alternative solution and highlighting challenges in order for the management to investigate and possibly improve problem resolution methods.
12. Provided input regarding improvements in processes and methods within the team/unit.
13. Learned knowledge of du products, services, systems used to resolve customer issues as well as continuously update own knowledge through the intranet knowledge -base in order to provide comprehensive solutions and effectively guide customers and offshore partners.
14. Attended training and development programmes to further develop skills and knowledge in order to provide the expected level of internal and external customer support in the du branded way.
15. Delivered first-level support to customers via the email communication channel, in line with du brand values and defined SLAs, in order to successfully resolve customer issues/ complaints.
16. Provided comprehensive and knowledgeable information and service to customers regarding telecommunication products and services in order to maintain positive customer satisfaction levels.
17. Communicated with customers clearly in writing, with a high -level of proficiency in customer -handling in order to positively present the du brand and its products and services.
18. Correctly logged an event or trouble -ticket when first -level trouble -shooting customer complaints in order to effectively resolve customer issues/complaints i.e. if issue resolved, logged an event; If issue unresolved, logged a trouble -ticket in order to assign the issue to the right resolver group.
19. Met individual targets and KPI's (Key Performance Indicators) by planning issue resolution effectively and adhering to SLAs in order to deliver a timely solution to customers.
20. Social Media, Facebook and Twitter. i.e solve customer's issues on spot .

AL GHANDI GROUP OF COMPANIES
Personal Assistant

OCT 2003 –03-Oct-2006

AL GHURAIR UNIVERSITY, DUBAI
Secretary

MAY 2001- MAY 2003

NATIONAL CNTR. FOR LEGAL TRANSLATION &CONSULTATIONS, FUJAIRAH

APR 1999 - MAY 2001

Translator

EDUCATION

Bachelor of English Language 1998
Sudan University College for Girls, Khartoum, Sudan

TRAINING ATTENDED

OCT 2006 – CURRENT

Customer Service Soft Skills and customer handling in line with du brand values
Using SIEBEL and other system and technical training
7 Habits for Highly Effective People
Billing and Home Services – technical training

MAR 2001 – MAY 2001

Training in the General Consulate of Sudan as Secretary to Consul General of the General Consulate of the Sudan

AUG 1998 – OCT 1998

Training Period in Sudan News Agency in Dept. of English Language and Translation

COMPUTER SKILLS

- MS Office
- MS word
- MS Excel
- Power Point
- Database
- BSCS
- ESERVE
- SIEBEL
- PAYMENT GATEWAY

LANGUAGE SKILLS

- English: Fluent (Reading, Writing, Spoken)
- Arabic:Fluent (Reading, Writing, Spoken)

PERSONAL INFORMATION

- Nationality : Sudanese
- Religion : Muslim
- Driving License : Yes
- Visa Status : visit visa
- Marital Status : Single