



Sayd Saleh Al-Sayd Jamil

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objective:

Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction. Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team.

- IT Service desk with bachelor degree in Information Technology.
- 2 Years of experience in customer service.

Personal Information

- Nationality: Arabic, Syria
- Date of Birth: 18, Feb, 1996
- Visa Status: Dubai Transferable residence visa with NOC

Expertise

- Service desk, Customer Support, End User Support, Helpdesk.
- Ticketing Systems: Axios Assyst, Jira, CRM.
- Requirement gathering and analyze Business Systems.
- Microsoft office, Windows 7,10

WORK EXPERIENCE

MTN, Syria

Contact Center Agent

06/2017 - 06/2019

- Provide quality customer service and support to subscribers and prospective clients over the telephone. Answer the caller and inquire about purpose of the call.
- Provide the caller with requested and necessary information/ service according to company policies and procedures.
- Promote services and products of MTN to all callers. Execute caller's request according to company policies, procedures & processes.
- Receive, filter and transfer callers' complaints to the concerned person(s)/department.
- Educate subscribers and prospective clients about the products and services offered by MTN Syria. Reports to the Supervisor/Senior lead any alarming complaint.

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company.
- Setting up accounts for new users.

EDUCATION

Bachelor in Information Systems Engineering, Computer Systems and Networking,
Graduation Year (2020)

Syrian Private University SPU, Syria

Languages

- Arabic: Native
- English: fluent

Skills

- Communication Skills, interpersonal Skills.
- Team Player, Dedicated.
- Adaptable and can work under pressure.
- Problem Solver and critical thinker.
- Technical Support, Operations Support, Project Management.