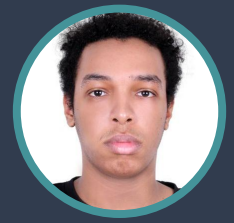


Mohamed Nasreldin

M.D Student

An independent and self-motivated individual with experience in IT, Customer Service and Call Centers. Equipped with the ability to adapt and learn quickly.



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📍 Abu Dhabi

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EDUCATION

M.D Medicine Kharkiv National Medical University

09/2019 - 03/2022

Ukraine

WORK EXPERIENCE

Customer Support Agent NT Payments

04/2022 - 08/2022

Abu Dhabi

Achievements/Tasks

- Answered a large volume of calls daily regarding customers concerns and kept record of all inbound and outbound calls
- Resolved technical issues of kiosks
- Provided support to customers over Zendesk's CRM Software
- Scheduled technical maintenance when required
- Contacted third parties via email regarding further customer concerns
- Processed refund requests

Insurance Coordinator MD Group

12/2019 - 03/2022

Ukraine

Achievements/Tasks

- Updated patient health records
- Processed insurance claims for clients
- Conducted calls with pharmacies
- Updated clients regarding specific plan benefits

SKILLS

Microsoft Office

CRM

Zendesk

Time Management

Problem Solving

Communication

Research

Leadership

Windows OS

Computer Repair

Team Oriented

English

CERTIFICATES

Digital Literacy (11/2020)

Ministry of Digital Transformation of Ukraine - Digital Literacy certification of level B2

LANGUAGES

English

Native or Bilingual Proficiency

Arabic

Native or Bilingual Proficiency

Russian

Professional Working Proficiency

INTERESTS

Video Games

Sport

Computer Assembly

Photography