

Obada Jihad Bou Hamdan



Customer services



Abu Dhabi (UAE)



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Gender Male | **Date of birth** 10 July 1994 | **Nationality** Syrian | **Driving license** UAE

OBJECTIVES:

I have excellent technical and communication skills, and goal-focused professional offering more than 5 years of experience in the IT domain, teaching and sales. I am motivated, enthusiastic to take new challenges and tasks and take an excellent approach to achieve success in all projects. I like to work in complex projects which have scope for learning and challenge.

EDUCATION

Syrian virtual university SVU:

I graduated from the government university SVU in 2019, majoring in information technology(IT ENG), with a good rank

Diploma in Computer Technology:

I graduated from the government Institute of Computer Technology in 2014 with a very good grade

WORK EXPERIENCE

Jun 2022- present

Customer Care Executive at NMC Royal Hospital



My duties and responsibilities are managing large amounts of inbound and outbound calls. handling all scripts and documents, acting as a liaison between the company and the patients, taking responsibility for evaluating all documents, obtaining correct information for billing purposes, entering patient information into the system database, ensuring customer satisfaction, and assisting them with issues and concerns, handling patient referral sources and communicating with insurance companies and prior authorization requests.

Nov 2021-Jun 2022

Team Leader sales at Pro-London institute



I am working as team leader sales, my duties such as – providing training to employees, developing strategies, setting target goals to the team, motivating the team members, creating appraisal reports and ensuring timely completion of work delegating work, monitoring team performance, managing junior personnel, undertaking administrative tasks, report-writing tasks, and above all it is my duty as a Team Leader to guide a vision for the team to ensure that everything goes as per plan

Aug 2020_ Dec 2021

Data Entry Team Leader inside Abu Dhabi International Airport



I was working with the Department of Health at Abu Dhabi International Airport as Data Entry to input passenger's data and information in the Estijaba system.

Oct 2019 _ Apr 2020

Computer Science and DT Teacher

I was teaching computer science and DT at government schools in UAE as daily paid for 5/6/7 Grades.



May 2018_ Sep 2019

Customer services at Al Douha Palsa Hotel

I worked as a Guest service representative are hospitality specialists who typically work at hotels. My primary responsibilities include providing front desk services to guests, processing guest payments, and acting as an information source.

Mar 2017_ May 2018

Radio Frequency Technician/ Engineer



I worked at Syriatel, as an engineer and radiofrequency technician, and focused on quality control operations in the cellular frequency service in southern Syria, in addition to overseeing the identification of suitable locations to build the company's coverage towers

CERTIFICATION

2020	Fazaa "Fakhr Al Watan" Card and certificate.
2020	MOE experience certificate in education from Zayed AlThani School
2020	Training Of sales from VASCUS company for three weeks.
2020	Certificate of a volunteer with the MOH in the face" COVID19" for less than week.
2020	Volunteer in the event together Abu Dhabi youth for less than week.
2019	Graduated from SVU Government University, information technology (IT Engineer)
2019	28-days-workshop (Psychological Frist Aid for children) with Association, Asmae.
2017	GSM (2G&3G) courses from (Syriatel for mobile telecom)
2016	Certificate of experience from (Syrian Education Directorate).
2015	Certification Maintenance of computer networks from (IT Services) company
2014	3D Max certification from (Computer Teaching Center)

PERSONAL SKILLS

Languages:

- Arabic is the mother language, and an excellent level in English.

Technical

- Microsoft office applications And Decision Making
- HTML, ASP.NET, DBMS: (Oracle, SQL Server)
- Photoshop, 3DMAX, AutoCAD.

skills

Other Skills

- Ability to learn more and fast
- Excellent communication skills with perfect body language
- Work under pressure for long periods at the same quality
- presentation skills and persuasive skills
- teamwork and leadership skills
- Creativity and enthusiasm
- Problem Solving Skills
- Negotiation skills

Organizational / Managerial Skills

References

Mr.Anas Al Hamadi

ProLondon Director (+971) 52-666-0899

Mr. Salem Al Husanai

Zayed Al-THani school director Mob. (+971) 56-733-1126

Eng. Eyad Mayhoub

Radio frequency Head of Section / Syriatel for telecom Mob. (+963) 993-998-811 Email: