

# Abdullah Alsikh

**CALL CENTER AGENT , CUSTOMER SERVICE , IT & Computer progress**



## Contact & skills

**Home Address:** Dubai, Saih  
Al salam road, ALeisily

**Phone:**  
+971 50 568 5991

**Home phone:** 04 832 5744

**Email:**  
abdullaalsheikh2002@gmail.com

**English: 6.5 IELTS**  
**Arabic: Fluent**

## Hobbies

- Writing
- Sketching
- Photography
- Design
- Reading books
- Creativity
- Sociable character
- Hard working
- Loyal in the job performance
- A devout Muslim and keeper of the Quran

## Summary

Enthusiastic customer service and call center, Fluent in Arabic and khalige accent, very good in English, Eager to contribute to team success through hard work, Attention to detail and excellent organizational skills. Clear understanding of programming, computer works and training in software optimization. Motivated to learn, grow and excel in technology, Mastery and proficiency of knowledge of Customers affairs.

## Experience

**Company name :** Nemshi for online sales

**position :** Call center agent

**Job discription :**

- 1- Customer service & call center
- 2- Answering customers calls , Bank transaction, delivery information and locations ,filling complains
- 3- Ensuring customers happiness & attraction , Explain & answering customers inquiries

10/2019 – 12/2019

**Company name :** Data Direct Tabby

**Position :** Call center agent & IT program services

**Job discription :**

- 1- answering customers inquires & handling the angry customers
- 2- Setting for customers long or short payments option ( Installments & cash)

01/2020 – 03/2020

**company name :** Adecco middle east (Noon.ae)

**position:** call center agent (Social media communication)

**job discription:**

- 1- answering customers inquires about the order related details
- 2-canceling & confirming orders requests manually
- 3- rescheduling for delivery appointment time

04/2020 – 08/2020

**Company name :** Teleperformance (Dubai health authority)

**position :** Call center agent & IT programs user

**Job description:**

- 1- answering customers inquires about Dubai health authority (DHA) services
- 2-scheduling vaccinations & PCR covid19 test appointments for customers on DHA
- 3-handeling angry & aggressive customers as much as possible with fully careful of customers happiness

09/2020 – 02/2021

## Recommendations letters from teacher's & supervisors:

**High school teacher**, Mr.  
Sattar Ebrahim  
link of the Recomand:  
<https://imgur.com/a/Kk2AWxf>  
[sattar.ebrahim@moe.gov.ae](mailto:sattar.ebrahim@moe.gov.ae)

**High school teacher**, Mr. Jon Brown  
Link of recomand:  
<https://imgur.com/a/XF3Bw1P>  
[jonathan.brown@moe.gov.ae](mailto:jonathan.brown@moe.gov.ae)

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**English: 6.5 IELTS**

**Arabic: Fluent**

**other language:**

**NO, Only bilingual**



## Education History:

high school certificate : i'm highschool certificate holder  
with precintage equal **91.87%**  
confirmed by Ministry of  
on UAE goverment school  
link with attached copy:  
<https://imgur.com/a/NXpvpZo>

Emsat Exam certificate : I'm holder of EMSAT exam  
with degree of 1225 out of  
equal on **IELETS 6.5** in total

## Personal Information :

Name :

Abdullah Mohammed Alsikh

Date of birth:

28/07/2002

Gender :

Male

country of recidence :

united arab emarits  
(UAE) Dubai

Nationalaty :

Syrian arab republic

Visa status :

**Family visa sponsorship**

Updated CV at : 01/02/2021

Kind regards for every one & wishing best for  
the reदार, Wish we have great work together.