

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

High school teacher, Mr. Jon Brown

Link of recomand:

<https://imgur.com/a/XF3Bw1P>

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 residence :

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.