

AMMAR ABDELLA

SENIOR CUSTOMER SERVICE REPRESENTATIVE

PROFILE INFO

I am experienced and highly energetic candidate who is able to drive profitability improvement through strategic growth ,and quality enhancement , I have a track record of successfully working , in the past I have worked with some of the respected and recognised companies, Right now I am looking for a suitable position in your stuff , with height growth company that offer opportunity for advancement in to expert career .

SKILLS

Ability of working in shift

Promoting good work practices

Effective communication

Time management

LANGUAGES

Tigrinya : Proficient

Arabic : Native Speaker

English: Native Speaker

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Ajman-alrashidya 1



WORK EXPERIENCE

SENIOR CUSTOMER SERVICE REPRESENTATIVE 25 Oct 2019 - 16 Aug 2020
RAYA

- delivered excellent customer service by receiving calls and provided the correct information and follow up on customer issues and complaints

Call centere representative 7 Aug 2020 - 25 Nov 2020
Etisalat UAE

- Collected customer information , assessed issues and determined possible solution

Sales man 25 Nov 2017 - 14 Aug 2018
ISM for investment

- Increased sales by recommending accessories and provided customer with information about the latest promotions

Customer service representative 19 Jun 2016 - 7 Jul 2017
Al amerrian

- Answered a huge amount of inbound calls daily and efficiently directed callers to correct individual or departments

EDUCATION

Progress training center -

First class academy -

First class academy -

American academy aviation & technology -

Diploma -

ADI keih college of arts and social science