

PERSONAL INFORMATION

Moaz Saleh

📍 Sharjah, United Arab Emirates

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Gender Male | Date of birth 20/04/1994

Nationality Syrian



WORK EXPERIENCE

7/2021 – 2/2022

Contact Center in charge, Customer Service

Syriatel Mobile Telecom, Lattakia, Syria

- Supervise all late-evening shift agents and help them if needed.
- Coordinate with other departments to solve technical problems facing agents in late-evening shift and report all these problems to supervisors.
- Communicate with upset customers who have serious problem to resolve it in the most effective and satisfying way.
- Coaching current agents who facing difficulties at work or had low KPIs.
- Provide 24 hours emergency support on phone after working hours.
- Troubleshooting PC issues.

7/2019 – 6/2021

Social Media agent (official page moderator), Marketing

Syriatel Mobile Telecom, Lattakia, Syria

- Handle customers comments and messages on several Facebook pages related to Syriatel.
- Organize agents task distribution schedule.
- In charge of night shift in addition to previous tasks.
- Implement duties with excellent KPIs .

- 11/2017 – 6/2019 **Contact Center representative (full-time), Customer Service**
Syriatel Mobile Telecom, Lattakia, Syria
- Handle more than 120 calls/day helping customers to solve problems related to all provided services.
 - Training new agents to handle calls and deal with all company's software.
 - Coaching current agents who facing difficulties at work or had low KPIs.
 - Reach KPIs with excellent marks of quality, AHT and sales target.
- 7/2016 – 10/2017 **Contact Center support representative (part-time), Customer Service**
Syriatel Mobile Telecom, Lattakia, Syria
- Handle more than 50 calls/day helping customers to solve problems related to specific services, promote and install CRBTs on their lines.
 - Reach KPIs with excellent marks of quality, AHT and sales target.

EDUCATION & TRAINING

- 2017 - 2022 Studied Master in Business Administration at the faculty of Economics, Tichreen University
- 2016 Degree in Economics (Business Administration), Tichreen University
- 2014 ICDL certification
- 2011 High School Certificate (Baccalaureate), Science Stream

LANGUAGES

Mother Tongue Arabic

Other Languages

English

Listening	Reading	Speaking	Writing
Good	Good	Good	Good

PERSONAL SKILLS

- Functional Skills**
- Excellent communication skills gained through about 6 years of customer service and marketing carrier.
 - Leadership skills and ability to deal & coordinate with Co-workers.
 - Work under stress.
 - Excellent Teamwork skills.
 - Good debating and negotiation skills.
- Computer skills**
- Good command of Microsoft Office™
 - Photo & video editing.
 - Good networking knowledge.
 - General IT knowledge (PC and Android)

- Extracurricular activities**
- Participate in the " Economics Exhibition" 2015 at Faculty of Economics, Tichreen University.
 - Collaboration with ASAP Science Youtube channel on providing Arabic subtitles to some of their videos
 - Paper recycling with Basha'er Al-Nour NGO
- Interests**
- Service industry, especially customer relation management
 - Financial management
 - Photography
 - Football
 - Tennis
- Driving license**
- License cat. B (Private, Light Vehicles), No. 255952 issued by Traffic Police dept., Lattakia, Syria.