

AMIR ALI HUSSEIN MOHAMED

PERSONAL INFORMATION

ADDRESS	DUBAI – RIGGA
NATIONALITY	EGYPTIAN
VISA STATUS	LONG TERM VISIT VISA
DATE OF BIRTH	09-05-1987
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Qualifications Profile

My key professional experience includes customer service at the airport, call centres, and sales. My working languages are English and Arabic. I have long-term experience with CRM, as well as other relevant computer skills.

Professional Experience

From February 2021

Customer Service Representative, Dubai Health Authority (Teleperformance)

Call centre agent for Primary Health Centre Services: responding to calls by patients for appointments in all specialisations, making appointments for them at clinics and hospitals, drawing upon Dubai Health Authority knowledge base.

Temporary contract, available immediately.

**June 2016 – January 2020
Dubai**

**Customer Service Agent (Lost and Found) at
Airports**

Customer service agent for Lost and Found at Dubai Airports: taking incoming telephone calls, receiving and sending emails and CRM correspondence regarding lost and found items; cataloguing found items in the LPMS (Lost Property Management System) database,

communicating with Lost and Found Police, the management, and Civil Aviation Authority about items and passenger cases.

2013 – 2015

Call Centre Agent (telesales), DU

Telecommunications

Responding to incoming calls, identifying customer questions, complaints, concerns, and overall needs, and providing answers and solutions to all customer queries, and redirecting customers to appropriate departments and teams when required.

2012 – 2013

Sales, Mobily Telecommunications (Jeddah, Saudi Arabia)

Welcoming and directing customers around the showroom; offering business customers deals for phones and contracts for employees; providing customers with information and advise on products, and building strong client relations.

2010 – 2011

Sales, U Mark Arabia (Jeddah, Saudi Arabia)

Sales of Emjoi Power electric appliances in showrooms of Extra and Emax: building strong customer relations to ensure repeat business, being up to date with knowledge about all products, stock checks and collaboration with stock team.

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1.1.1. Skills and Knowledge Qualifications

- Long-term experience with Microsoft Office, Excel, email, CRM
- Long-term experience with PC and Apple/Mac applications and system performance improving system performance, as well as hardware (hard drives, monitors, printers, scanners)
- Working languages (spoken and written): English and Arabic

Education

- Degree in Financial Institutions at Polytechnic Institute, Zagazig, 2009