

ABDUL HADI ALI AHMED AL MOSAJEN

@ hadi2196@gmail.com

+973 36724101

2196 Road 1034 Hamad Town 1210



Objective

A position in the area of customer services officer. Past experience covers a wide range of responsibilities in customer service

Experience

2016 - 2019

BMC

Customer Services Officer

Maintaining a positive, empathetic and professional attitude toward customers at all times.

Responding promptly to customer inquiries.

Communicating with customers through various channels.

Acknowledging and resolving customer complaints.

Knowing our products inside and out so that you can answer questions.

Processing orders, forms, applications, and requests.

Keeping records of customer interactions, transactions, comments and complaints.

Communicating and coordinating with colleagues as necessary.

Providing feedback on the efficiency of the customer service process.

Managing a team of junior customer service representatives.

Ensure customer satisfaction and provide professional customer support.

2097 - 2016

Viva Entertainment

Customer Services

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Communicating and coordinating with colleagues as necessary.

Providing feedback on the efficiency of the customer service process.

Managing a team of junior customer service representatives.

Ensure customer satisfaction and provide professional customer support.

Education

Noaim Secondary school

Secondary

Skills

Excellent communication skills Computer Microsoft office Team leader Time management

Achievements & Awards

2 time employee of the month in Jawad business group

Language

Arabic English Russian Spanish Hindi

Interests

Internet, reading, computer and collecting gems stones, traveling

Activities

Courses: Nrbosh Fire fighting and CPR First aids Time management Appraisals Inovation Presentations and Documentation Critical Problem Solving Supervision Computer SWOT Analyses