*RESUME OF ENG.*

Ghalib

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I spend 9 years in Saudi telecom so I gain such an experience in telecom industry

especialy in customer care where I got a markable succeed, since I quit of them I run

a small business in the same field so I have a huge experience in clients' demands.

**CERTIFICATES**

**B.S. in ELECTRICAL ENGINEERING ,** DIGITAL IMAGE PROCESSING-COMMUNICATION SYSTEM, POWER, **GRADE OF 2.7/ 4 ,**  **K.F.U.P.M. SAUDI ARABIA Dhahran, JUNE 2001.**

**EXPERIENECES**

**Jan 2002 - march 2011**

I worked in **Medina Branch of** **STC** which is the **biggest telecom company** in the **Middle East** providing internet, mobile and landline telephone services, I occupied **several positions in installing & repairing department** **of Medina** through my 9 years there, last one was **Team Leader** reporting to the manager of installing & repairing department.

**Chief of executive wireless services (telephones & ADSL) :**

 **2009-2011**

 **Tasks:**

Leading a team of 10 members consisting of executives sales and technicians.

* Presenting internet and phone of wireless services
* Installing and repairing the presented services
* Communicating with our clients
* Coordinating with other units in the departments
* Issuing & Activating wireless chips after delivering to clients
* Coordinating with other departments for our services
* Dealing with up **to 100 orders a day**.
* Reporting and supervising providing services

**Achievements :**

* Increasing our **sales by 30%** monthly
* Increasing **satisfied clients by 25%** monthly
* Smoothing procedures of provided services
* Increasing **productivity of my team by 18%** monthly
* Developing the procedures of my team work
* Getting an **appreciated certificate** as a reward for my achievements
* Increase the ability of dealing **with up to 110 orders** a day
* **Achieving 10%** beyond our annually goal of sales

**Pervious positions:**

**2007-2009**

* **Hawaii NGN system executive operator:** operating the phone and internet services through new frames generation (called electronic telephone sites) operated by **NGN** system and coordinating between the clients and technicians while activating the presented services**,** suspending services , transfer services, executing many orders received from the department.

**2006**

* **DSL committee's leader:** leading a team of 30 technicians to repairing 100 faults a day , reporting the magnitude of faults of internet services , solving problems caused faults, coordinating with all departments responsible for internet services, supervising repairing internet services , communicate with clients , present after sales service to the clients.

 **2003-2006**

* **Contracts supervisor:** supervising the contactors working in repairing faults, coordinate works with technicians and contractors, reporting the volumes of consumed assets of the contracts periodically, supervisingconsuming contracts to fit the whole year, issuing dues of contractors and supervising them.

 **2003**

* **Cables repair coordinator:** direct contractors' foramens to locations of fixing cables with our technicians, reporting the magnitude of our cables' faults, authenticating contracts' dues , dispatching cable repairing sometimes, supervising summer trainers.

**2002**

* **Dispatch clerk:** receiving informed faults by clients, dealing with clients directly , redirecting the informed faults to charged unit of repairing the issued

**I left them because I had not be rewarded as deserved for my very hard jobs**

**SKILLS:**

* **Computer** **literate**
* **Very good in English language**
* **Quick fit in new job without training**
* **Filling quickly any shortness of my department**
* **Managing accounts very well**
* **Managing , planning, and coordinating**
* **Communicating with clients** **and satisfying them**
* **Ability to learn and training more**
* **Training upon work for new issues**
* **Working in multinational environment**
* **Welling to work in any country**

**Training courses:**

* **Introducing in telephones networks**
* **Introducing in computer programs**
* **Installing telephone lines**
* **Work shop in fiber optics cables**