

 **Nader**

E-Mail **Nader345341@2freemail.com**

Nationality **Egyptian**

Place of Birth **KSA**

Age **33**

Marital status **Single**

 **Objective**

Seeking a challenging position for a growing organization in which successful customer relationship experience, professional, specialized training, and a documented history of successful customer satisfaction accomplishments will be of value.

 **Highlights**

* 8 years extensive experience in related fields.
* Highly knowledgeable of interdepartmental relationship and operations requirement.
* Talented trainer and manager capable of building a strong and dedicated team.

**Education**

University of Modern Academy, Cairo 2005

**B.Sc. Commerce & Business Administration**

**(Major Accounting & Business Administration)**

American university

**English Conversation Courses**

Arab Administrative development organization

**Completed Part I CMA**

Nissan Egypt

**NSAP Certificate**

 IBM

**ICDL Track Certificate**

 **Professional Experience**

**EASA SALEH ALGURG GROUP** **(UAE)** CURRENT JOB , FROM DEC 2015

The Group has a range of diverse product and business interests that predominantly include retail, building and construction, industrial and joint ventures

PUBLIC RELATION DEPARTMENT: (Government relation) HEAD OFFICE

**JOB DESCRIPTION**:

Handling the labor ( TASHEEL ) and Immigration online systems.

Typing all Group staff labor and immigration process

* Responding to HR enquiries on LABOUR AND IMMIGRATION MATTERS.
* Keeping abreast with current labor/ immigration laws and update the HR staff on any changes.
* Monitors the implementation of an improvement process for all immigration& labor records to be tracked and maintained through the company system.
* Organize periodic renewal of GROUP Licenses.
* Submit detailed reports related to all visa expenses to the finance department.
* Handling All staff family immigration process.
* Full knowledge for all Tasheel typing process and procedures.

# Ontime Company (UAE) MAY 2013 – DEC 2015

# TAS'HEEL Service Center

TAS’HEEL centers focus on providing Ministry of Labor services, through institutional partnership with the private sector, and in accordance with the standards of excellent government service. The system runs under the supervision of national cadres and management teams.

#### Customer service in TAS'HEEL:

 Providing a variety of significant services (transactions) for a number of institutions and government departments in the country, including:

1. Ministry of Labor transactions
2. Department of Economic Development transactions
3. Emirates ID Authority transactions
4. Health and Medical Services Authority transactions
5. FCA transactions

**Job Description**

Deal directly with customers’ via the telephone, electronically or face-to-face

Responds promptly to customers’ inquiries

 Arrange visa (work permit, husband sponsored visa.) for audiance.
• Medical, coordinating with audiance
• Collect all appropriate documentation necessary for visa and permits required to be processed...
• Ensure all visa, medical and labor permits for audiance
• Assist in all general inquiries concerning labor and immigration matters.
• Will provide admin support as needed.

**FORD QATAR - ALMANA COMPANY** **(QATAR)** May 2012 - November 2012

 *Interact with the customers to provide and process information in response to their inquiries, concerns and requests about the company’s products and services*

* **Service advisor**
* - Receive Customer Vehicles for Service and Repair Jobs and raise repair orders on Dealer Management Systems (DMS).
- Technically competent to understand the customer needs and requirements and accordingly raise Service Orders.
- Able to provide detailed explanation on jobs to be carried out on vehicle.
- Provide detailed explanation and technical justification for additional repairs with cost Estimate and obtain approval from customers.
- Ability to advise customers on the required vital jobs..
- Should have flair for Selling Value added Services, Service Contracts and accessories.
- Able to make every effort to resolve Customer Complaints and ensure customer has positive ownership experience.

- Regularly follow up with Workshop controller and technicians on his vehicles and update Customers regularly on the job progress and ensure delivery of the vehicle at the promised time.
- Raise Warranty approvals
- Raise special orders for parts not available and follow up and keep customer informed.
- Prepare Invoices on DMS and arrange for Active delivery of vehicles.
- Follow up payments of credit customers and ensure collection within stipulated time.
- Regularly monitor orders raised by him and ensure timely billing.
- Conduct post service follow up to ensure customer satisfaction.

**Al Jazeera sport Channel** **(QATAR)** February 2012 – may 2012

 *Interact with the customers by phone to provide and process information in response to their inquiries, complains and requests about the company’s products and services.*

 **call center – Customer service**

* Deal directly with customers’ via the telephone
* Work as a team to raise the level of customer satisfaction for the organization
* Manages customers' accounts
* Record keeping of customers’ interactions and transactions
* Record details of inquiries, comments and complaints
* Record details of actions taken

**Nissan Egypt - Modern motors** September 2009 – January 2012

*Interact with the customers to provide and process information in response to their inquiries, concerns and requests about the company’s products and services.*

* **Service advisor** and **Customer Service** and **Appointment Controller**
* Deal directly with customers’ via the telephone, electronically or face-to-face
* Responds promptly to customers’ inquiries
* Receive Customer Vehicles for Service and Repair Jobs and raise repair orders
* Handles and resolves customers’ complaints
* Obtains and evaluate all relevant information in order to handle inquiries and complaints
* Performs customers’ verifications
* Processes orders, forms, applications and requests
* Direct requests and unresolved issues to the designated personnel
* Manages customers' accounts
* Record keeping of customers’ interactions and transactions
* Record details of inquiries, comments and complaints
* Record details of actions taken
* Manages the administration work
* Communicate and co-ordinate with internal departments

**Barclays Bank Egypt** May 2007 – August 2009

**Credit Card** and **Personal Loans Sales Associate**

* Responsible for performing a variety of sales functions
* Arranges, organizes, and displays merchandise
* Processes sales transactions, returns, and ensures that all related documentation are accurate and complete
* Serving customers in a professional, courteous, and timely manner
* Performs administrative functions including tracking, ordering, and managing inventory, to ensure customer’s privacy are maintained at all times
* Keeps the department Manager well informed of all on-going activities and any significant issues

 **Computer Software**

Computer Application:

* Operating Systems of the Military Forces
* Computer Networking, Software and Internet
* Hardware Maintenance
* ICDL Certificate from IBM

 **Reference**

**UAE Car License : Yes**

**Car Available**

 Available upon request