**ALI**

Email: [ali.368890@2freemail.com](mailto:ali.368890@2freemail.com)

**Objectives:**

* A highly dedicated individual with 4 years of experience in resolving customer complaints and answering customer inquiries in the *Customer Service* field.
* Obtain a *Customer Service p*osition to utilize my strengths in Customer Service skills and verbal communication.
* Seeking to secure a position as a *Customer Service* that allows the use of record keeping and communication skills.
* Proactive professional with experience in talking with customers over the phone with different nationalities and keeping record of transactions.
* Also, a *Qualified Teacher* with 2 years of varied instructional experience.
* A very resourceful teacher with proven ability to help students enhance their performance.
* Obtain a position as an Elementary School Teacher that will utilize my strong dedication to children's development as well as to their education needs.
* Seeking a position as a *Mathematics teacher* that will maximize my teaching experience .
* Build a long term career as a primary or secondary teacher with opportunities for career growth and to encourage creativity and higher order thinking to increase student’s performance.

**Personal Information:**

Age: 29

Date of Birth: September 23, 1987

Nationality: Egyptian

Gender: Male

Religion: Muslim

Marital Status: Single

**Educational Attainment:**

Bachelor of Education General (Department of Mathematics)

*Al Azhar University, Cairo, Egypt*

Year Graduated 2010

**Language/s Spoken:**

Arabic (primary)

English (secondary)

**Employment History:**

**Al Said Al Sheikh Private School** *Cairo, Egypt*

\* Teach in primary and secondary levels

\* Hired as a full time teacher following student teaching practicum, instructing all academic subject areas to classrooms of up to 28 students.

\* Earned high marks for the quality and creativity of classroom teaching, lesson plans and instructional materials used in teaching diverse subjects especially in Mathematics.

\* Taught General Education to students as well as individuals with learning challenges and special needs within mainstreamed, inclusive classroom.

\* Established positive relationships with students, parents, fellow teachers and school admin and staffs

**FFS (First Food Services, Olayan)** *Sharjah, United Arab Emirates*

- Call Center Agent (Burger King and Texas Chicken)

\* Receive inbound calls including transferred sales calls from potential customers.

\* Place outbound calls to follow up and verify potential customers with the current order to complete the transaction.

\* Meet Quality Assurance requirements and other key performance metrics.

\* Complaints handling, providing resolutions, give multiple alternatives to customers to satisfy their needs.

**Computer Skills:**

Excellent in Microsoft Word, Good knowledge in Excel and PowerPoint

**Professionl Certfication:**

ICDL (International Computer Driving License)

English Conversation Course