**Mohamed**

***Email.*** ***Mohamed.370662@2freemail.com***

***UAE Driving License***

**Dubai, U.A.E**

 **Objectives:**

 Look for a job in your organization where I can maximize communication skills and abilities

 Skills, I have more than five years in customer service and remote sales and I have more than four

 Years car driver

 **Education:**

2000-2005 BSC Social Work

 **Languages:**

 Arabic: Mother Tongue

 English: Good written and spoken

 **Personal Information:**

 Date of Birth: 24-04-1984

 Marital Status: Married

 Nationality: Egyptian

 Visa: Employment Visa

 **Courses:**

* Training Course Social Worker at Wafa and Al Amal Social Club (2005 - 2007)
* ICDL (MS Office)
* The Seven Habits of Highly Effective People
* Intensive course in the "FISH PHILOSOPHY"
* Customer Mania Plus
* Extended course in "HOW WE WORK TOGETHER"
* Extended Course in using "LAST" in handling a customer's complaint

 **Jan2013 – until Present: Call Center Agent Kuwait Food co. (Americana)**

* Answer calls and respond to emails.
* handle customer inquiries both telephonically and by email.
* research required information using available resources.
* manage and resolve customer complaints.
* provide customers with product and service information.
* enter new customer information into system.
* update existing customer information.
* process orders, forms and applications.
* identify and escalate priority issues.
* route calls to appropriate resource.
* follow up customer calls where necessary.
* document all call information according to standard operating procedures.
* complete call logs.
* produce call reports.

 **Dec 2007 – Dec 2012: Delivery Driver Kuwait Food co. (Americana)**

* Deliver a wide variety of items to different addresses and through different routes
* Follow routes and time schedule
* Load, unload, prepare, inspect and operate a delivery vehicle
* Ask for feedback on provided services and resolve client’s complaints
* Collect payments
* Inform customers about new products and services
* Complete logs and reports
* Follow Dot Regulations and safety standards

 **Sept 2004 – may2005 training of social worker in Social Insurance**

**Sept 2003 –MAY2004 training of social worker in el hood el mars oud hospital**

 **Sept 2002 – May 2003 training of social worker in el wafaa and el A** ml school