 Mohsen

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**Objective:-**

I am a dedicated, self-motivated and capable individual with growing experiences in Customer Service & Sales. Experience shows that I adapt comfortably to new situations and am able to transfer my skills to new environments. I relate well to people at all levels encouraging teamwork and ensure that deadlines are achieved.

**Work Experience:**

* **Customer Service & Sales Experience:**

**TASC Labor Services Employee: (2016 - Till Date) Handled two different projects** under TASC:-

* **AL-Tayer Insignia LLC (E-Commerce and Sales) (**2017-2018)

**Duties**:

* Communicates with customers by phone, fax and email as well Receives orders and/or instructions from customers which are entered accurately into System..
* Follows up on order shipment and delivery for 100% customer satisfaction, Adjusts complaints concerning billing, shortages/overages, or service rendered, referring complaints of service failures to designated departments for investigation.
* Develops relationships with assigned departments/divisions/customers/vendors.
* **Etisalat UAE Prestige Project** (2016-2017)

**Duties:**

Working as a “Technical Support” for prestige account handling mobile and home services regarding the technical, billing and sales issues, to Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure:

* Resolution of customers' complaints.
* Keep records of customer interactions, process customer accounts and file documents.
* Responsible to provide technical support of mobile and home services to the clients.
* Provide direct sales to VIP customers and coordinate with the marketing department to check for the best offer a customer can get.
* **IT Experience:**
* **IT Sales**

**ZOOM Software Co.**

**(2014 – 2015)**

* Receiving calls from the customers who are interested on any software products and Meeting with customers inside and outside the company
* Selling web services like (Website creation - IOS development - Android development - CRM)
* Represent the company in the events and conferences
* IT Technical Support Thebes Academy (2013 – 2014)

Worked for one year "during college" as (IT technical support) in Thebes academy for engineering:

* Determining the best solution based on the issue and details

provided by customers

* Identify and suggest possible improvements on procedure

**Education**

Integrated Thebes Academy for Science Higher Institute of Engineering, Cairo, Egypt.

GraduationProject: Load Management and Parallel Operation for Generators Controlled via SCADA System with Micro controller, MATLAB, and GSM System.

Graduation Project Grade: **Excellent**. **Skills/Courses:-**

* CRM, Sales force, Magneto/ MS Office (Word, PowerPoint, Excel, Outlook), SAP, SRM.MCSE CCNA
* PCB/MATLAB/ Mobile Package (CDMA-UMTS-GSM-GPRS)

**Languages:-**

* **English: Proficient**.
* Arabic: Native.

**Reference**

Available Upon Request..