

# MOHAMMED AL QAAQ

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## SUMMARY

Mohammad Al Qaq 22 Years Old Enthusiastic, I Can to adapt to the environment of any Organization, and work under pressure during emergencies always me aspiring for the best, I Have ability to learn anything that I don't know. Handling multiple tasks. I am Looking to obtain growth in international organizations, with the philosophy of customers support and complete satisfaction.

## PERSONAL INFORMATION

- Nationality: Palestine
- Gender: Male.
- Date of Birth: 25 – 03- 1998
- Place of Birth: Palestine
- Marital status: Single
- Religion: Muslim
- Driving License: Not Available

## EXPERIENCE

(MAY 2020 – CURRENT)

**TELEMARKETER**, DESERTMART (UAE\_AJMAN)

Functional Task's

- Receiving Calls and inquiry.
- Show the products to customers and convict them.
- Supervising sales team.
- Hear customer's complaints and follow up them problems and solve it.
- Reaching the highest level of customer satisfaction.
- Writing reports on revenues.
- Follow up the delivery company.

(MARCH 2018 – CURRENT)

**FREELANCER TRANSLATOR**, GAZA SKY GEEKS (PALESTAIN)

Functional Task's

- Translate
- Typing
- Subtitling
- Creative Writer

(JUNE 2019 – JANUARY 2020)

**SALES EXECUTIVE & CUSTOMER SERVICE EXECUTIVE, MARKACUTE (UAE\_AJMAN)**

Functional Task's

- Calling the customers.
- Show the products to customers and convince them.
- Supervising sales team.
- Follow up customers problems and solve it.
- Follow up the delivery company.
- Organizing workshops and training courses for sales department employees

(NOVEMBER 2017 –MAY 2019)

**SALES MANAGER, CARE FOUR MALL (PALESTAIN)**

Functional Task's

- Supervision of the workplace.
- Follow-up sales and purchases.
- Follow-up and review dates for many products.
- Quickly follow up and solve customer problems.
- Solve and follow up on work problems.
- Follow-up to the labor market.
- Writing reports on revenues and returns and submitting them to the Senior Management Department.
- Build good relationships with clients, understand their needs and listen carefully to their complaints and suggestions.

(MAY2018 –DECEMBER 2018)

**VOLUNTEER TRANSLATOR, ICRC (PALESTAIN)**

Functional Task's

- Translate articles from Arabic into English.
- Going with foreign visitors to translate to them.
- Translate incoming and outgoing emails to the Organization.

(APRIL 2017 – AUGUST 2018)

**CALL CENTER AGENT, JAWWAL (PALESTAIN)**

Functional Task's

- Receive Calls and inquiries.
- Follow up and solve customers' problems.
- Dealing with all Ages.
- Reaching the highest level of customer satisfaction.

## EDUCATION

MARCH 2019

**ENGLISH LANGUAGE AND LITERATURE**, AL QUDS OPEN UNIVERSITY

JUNE 2017

**HIGH SCHOOL CERTIFICATE**, BE'ER AL SABA'A SCHOOL

MARCH 2016

**LOCAL TOEFL CERTIFICATE**, KAN CENTER

MARCH 2015

**FIRST AID CERTIFICATE**, PALESTINIAN RED CRESCENT

## SKILLS

### ✓ Personal Skills:

- Creative and Innovative Thinking.
- Excellent skills in negotiation.
- The ability to work under pressure.
- The ability to multitask and facing challenges.
- Team Leaders
- Solving problems and helping customers

### ✓ Computer Skills:

- Microsoft Office  
(Word, PowerPoint & Excel ...).
- Internet page management.
- Sending Emails to Customers.

## DECLARATION

I hereby declare that all the statements above furnished by me are true& correct to the best of my knowledge & belief.

**Notes:** I don't resume my bachelor Education