

Abdullah Alsikh

CALL CENTER AGENT, CUSTOMER SERVICE, Computer knowledge, Mechanical engineer student



Objective :

Looking forward to being hired on Part-time position Weather on same positions I've worked before or new positions. Work hours must be no more than 6 hours per day.

Contact details

1. **Home Address:** Dubai, Saih Al Salam Road, Al Lisaili
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Hobbies

- Reading
- Writing
- Photography
- Design
- Critical thinking
- Creativity
- Sociable character
- Hard working
- Loyalty
- A devout Muslim and keeper of the Quran

Summary about me

Lived and born in Dubai (UAE). Earned high school certificate from government school with 91.81% out of 100, confirmed by Ministry of Education in UAE. Currently student at Al Ghurair University studying in Mechanical engineering Major. Worked around 2 years in customer service, call center and casual sales positions. Native in Arabic Language, Excellent in English with 1425 degree on EMSAT exam. Eager to contribute to team success through hard work, Attention to detail and excellent organizational skills. Clear understanding of programming, computer works and training in software optimization. Motivated to learn, and excel in technology, Mastery, and proficiency of knowledge of Customers affairs.

Work Experience

Company name : Nemshi.com

Position : Call center agent (Full-time)

Job discription :

07/2020 – 09/2020

- 1- Customer service & call center
- 2- Answering customers calls , Bank transaction, delivery information and locations ,filling complains
- 3- Ensuring customers happiness & attraction , Explain & answering customers inquiries

Company name : Data Direct Tabby (Full-time)

Position : Call center agent & customer services

Job discription :

10/2020 – 11/2020

- 1- answering customers inquires & handling the angry customers
- 2- Setting for customers long or short payments option (Installments & cash)

Company name : Adecco middle east (Noon.ae)

Position: call center agent (order confirmation & escalation department) (Full-time)

Job discription:

12/2020 – 03/2021

- 1- answering customers inquiries about the order related details
- 2-canceling & confirming orders requests manually
- 3- rescheduling for delivery appointment time

Company name : Teleperformance (Dubai health authority)

Position : Call center agent & customer services

Job description:

04/2020 – 06/2021

- 1- answering customers inquiries about Dubai health authority (DHA) services
- 2-scheduling vaccinations & PCR covid19 test appointments for customers on DHA
- 3-handeling angry & aggressive customers as much as possible with fully careful of customers happiness

Company name : Addeco (Deliveroo)

Possition : Call center agent & customer care

Job description : 1- Getting calls from customers and answering all there inquires

2- Handeling angry customers with controlling customer while on the call

3- calling customers for any following up concerns and educate customer what ever related

07/2021 – 09/2021

Company name : LUSH Fresh Handmade Cosmetics

Possition : Casual sales (Part-time)

Job Description : 1- Face to face dealing with customers in the store for any inquiries

2- approaching customers always and offer them assistance along with convincing them

3- Targets needed to be reached and must to have full knowledge of all items to sell them properly

01/2022 – Still on it

Education Background:

High school certificate : percentage equal **91.81%**

confirmed by Ministry of education on UAE government school

(AL Safaa High school) link with attached copy:

<https://imgur.com/a/Ju0cOA3>

Currently student at Al Ghurair University :

Student of Bachelor of Mechanical engineering major on

Sophomore level (Second Year), Last semester CGPA is 4 out of 4

Qualifications :

- **Driving license holder** (Automatic & manual transmission)

- English Emirates Standardized Test (EMSAT) 1425 with attached copy:

<https://imgur.com/a/Pp8ESHA>

- **Valid Visa**, Passport, and ID until 12/16/2022.

- Computer programs knowledge. Such as, Microsoft office, PowerPoint, Excel, Word etc.

- Strong personality

- Strong communication, convincing and negotiation skills

Personal information :

Date of Birth : 07/28/2002

Place of Birth : Dubai

Notice period : immediately

Citizenship : Syrian

Visa Status : Valid Family Visa until 12/2022

Sex : Male

Marital Status : Single

Lastly updated on 5th of March 2022