



Mohammad Alramahi

EXPERIENCE

September 2021 - Current

Call center supervisor - Capital bank of Jordan

- Randomly listen to incoming calls to the center and ensure the correctness of the measures taken by the employees, evaluate their performance and control the quality of service .
- Provide continuous support to call center staff and distribute tasks among them fairly.
- Ensure that the call center staff adheres to the policies and procedures and provides the correct information to customers.
- Distribute employees on shifts (Shift Allocation) to ensure that work requirements are met.
- Follow up the work of the call center and ensure that the telephone service staff performs it according to the dates specified for implementation.
- Follow up customer problems submitted through the center with the various departments in the bank to ensure that they are solved quickly and accurately.
- Training new employees and ensuring compliance with the policies and procedures of the call center
- Presentation of the evaluation of the new staff of the Director of the call Center.
- Follow-up of staff to maintain performance indicators in terms of:
 1. Average call time.
 2. The average speed of the answer.
 3. Number of calls received.
- Conduct of hearings of calls with staff members, adjust the performance and ensure that staff members comply periodically with them.
- Follow-up with various banking services to ensure that the desired service reaches clients.
- Follow-up on responses from call Centre team to security mail queries (Secure Message) for a banking service + Switch On.
- Follow-up on the responses of call Centre team to the Social Media + Website Submissions + iCa
- Follow up on info@capitalbank.jo and call center mail and ensure that requests are executed according to approved SLA.
- Improving staff performance.
- Preparation of periodic reports on the activities and achievements of the Capital contact Centre team.
- Meeting with staff on a weekly basis.
- Ensure that the call Centre team is committed to following up on the VRM notifications.
- Daily morning meeting of the Working Group to review updates on programs, services and procedures.

📍 Amman, Jordan/Amman

☎ 0795160166

✉ mohammad-
alramahi@outlook.com

SUMMARY

Proactive team member elevates quality of correspondence through high quality customer service. Committed to impeccable document control, product knowledge, and attention to detail. Adaptable and quick learner with problem-solving skills.

SKILLS

- Microsoft Office
- Speak Fluent English
- Team Worker
- Problem solving skills
- Strong knowledge of bank's products, services
- Strong sales and services orientation
- Excellent communication, negotiation, and interpersonal skills
- Excellent computer skills
- Ability to handle pressure
- Cross Selling banking products and services
- Maintain excellent relation with existing clients and attract new clients
- Complaint management
- Coaching and mentoring
- Complaint resolution
- Data handling
- Report creation
- Staff development

- Upselling and cross-selling
- Training and mentoring
- Customer Service
- Recruitment and training
- CRM system management
- KPI management

July 2019 - September 2021
call center advisor - bank al Etihad

- Resolved customer queries, complaints and technical issues with excellent analytical skills.
- Provided a friendly, supportive and empathetic approach when dealing with complex customer cases.
- Maintained excellent client satisfaction by proactively resolving queries within short timeframes.
- Employed active listening to identify customer needs and upsell products where appropriate.
- Kept customer records updated and accurate by asking details during calls and documenting onto CRM system.
- Increased customer satisfaction by offering friendly, helpful and informative customer service.

May 2017 - June 2018
sales Associate - Queen Alia international airport

- Contacted current and potential clients to promote, upsell and cross-sell products and services.
- Showcased product features and benefits to drive sales.
- Managed customer relationships through consultative sales techniques to attain individual sales goals.
- Liaised with potential customers to determine needs and provide recommendations.
- Customised service offerings to accommodate consumer needs.

PERSONAL INFORMATION

- Date of birth: 08/17/92
 - Nationality: Jordanian
-

EDUCATION

01/2016
Bs: Management Information Systems (M.I.S.)
 University Of Jordan
 GPA: 2.07

High School - IT
 Oxford secondary schools
 GPA: 72.6



LANGUAGES

Arabic: First Language
English: C2
 Proficient