

MOHAMMED ZURQIEH

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Young professional with interpersonal skills, experienced in customer service and technical support.
Professional Fiber home connection and maintenance.

EXPERIENCE

AUG2021 – UP TO DATE

ENTREPRENEUR, END AIH FOOD CONCEPT AMMAN

- Determined business plan, mission statement and vision.
- Evaluated suppliers to maintain cost controls and improve operations.
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Created and updated company digital presence to increase customer engagement and enhance marketing through professional website and optimized social media profiles.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.

MAR2021 – JULY2021

FIBER MAINTENANCE TECHNICIAN, LEWAN AMMAN

- Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
- Read blueprints and schematics to correctly place equipment.
- Coordinated installation of new users and relocations of existing users.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
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JUN2020 – MAR2021

CUSTOMER SERVICE, CRYSTEL HUNGERSTATION AND ORANGE MONEY •

AMMAN

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Cultivated customer loyalty, promoted repeat customers and improved sales.

EDUCATION

2018-2021

BACHELOR OF MECHANICAL ENGINEERING., BALQA UNI, AMMAN

2015-2017

DIPLOMA OF POWER PLANT, BALQA UNI, AMMAN

SKILLS

- Investigative techniques knowledge
- Sold work design
- Aircraft motor maintenance
- Problem solving
- Customer service Complaint resolution
- Communication
- Social media management