

# Wid Salah Ibrahim



## PERSONAL DETAILS

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Address: Hay Al\_Adel

## PERSONAL SKILLS

Excellent communication skills

Assertive Listening

Confident

## AREAS OF EXPERTISE

Spreadsheets

Problem solving

Teamwork

Effective communication

Critical thinking

Query resolution

Customer service

Handling complaints

Office administration

Time management

Customer fanatic

## EDUCATION

Graduated from university Technology, Computer Science Artificial Intelligent in(2013\_2014)with estimate (very good).

## PERSONAL SUMMARY

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven, busy cell center environment. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities.

## WORK EXPERIENCE

### 1. Careem Company

Apr 2019-present

#### Support specialist

- Responding to customers' and the captains' queries in a timely and accurate way, via phone, email.
- Building customized dashboards per each survey sheet by using Excel functions to monitor the daily calls.
- Reporting the daily calls of the team to the direct manager.
- Supporting the marketing team to filter and build reports of the conducted surveys.
- Identifying customer needs and helping customers use specific features.
- Monitor customer complaints on social media and reach out to provide assistance.
- Attempting to resolve all enquires on first contact with the caller.
- Follow up with customers and captain to ensure their technical issues are resolved.

### 2. Zain Telecom Company

Dec 2014-Feb 2018

#### Call Centre

#### Inbound and Outbound

Tasked with answering projecting a professional company image through phone interaction with new and existing clients. Main duties include answering customer enquiries, resolving their problems.

#### Duties:

- Providing advice, information and assistance to callers. Attempting to resolve all enquires on first contact with the caller. Making sure that all telephone calls are answered promptly.
- Dealing with a customer's queries, requests, orders or complaints.
- Following up customers by calling them back.
- Research required information for callers using available resources. Essentially receiving up to 100 incoming calls from customers daily. Involved in processing orders, forms and applications.
- Accurately recording details of calls and issues on logging software. Having a professional and courteous manner at all times.
- Identifying and escalating priority issues or customer complaints. Sending emails to clients answering their enquiries.
- Taking ownership on all calls and queries answered.

## KEY SKILLS AND COMPETENCIES

English Business (certification in impact center). Oracle SQL(certification in it training house).

Microsoft office(excel ,word, power point). Excellent written and verbal communication skills. Telephone sales, customer support.

Programming using many languages (C++, Visual basic, prolog, mat lab). Web design (HTML,CSS,JAVA).

English language (speaking ,writing).