

# Mohammed Hamd

## **Detail-Oriented with Six Years of Customer Service Experience**

North York, ON M3C 1L3

[m.suliman64@gmail.com](mailto:m.suliman64@gmail.com)

647-785-8083

Highly motivated and detail-oriented with 6 years of customer service experience. Friendly and helpful individual who has the ability to learn new procedures quickly and efficiently.

## Work Experience

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### **Outbound Sales Representative**

Bell Canada/ Nordia - Toronto, ON

October 2017 to July 2021

- Demonstrating mastery of outbound representative call script.
- Properly prob customers and selling residential products and services based upon customer needs.
- Developing effective relationships with call center departments through effective communication.
- Effectively exceeded sales goals by presenting company products and services to current and potential clients.
- Demonstrating ability to interact and maintain effective working team relationships with company employees, and management.
- Engaging existing customers in order to upsell individual accounts.
- Effectively run a sales presentation by actively listening, overcoming objections, and building consensus with prospective clients.

### **Technical Support Representative**

Virgin Mobile /Nordia - Toronto, ON

March 2020 to May 2020

- Assisted customers with technical issues.
- Resolved customer's complaints and concerns with strong verbal and negotiation skills.
- Maintained composure and patience in the face of difficult customers
- Extensive knowledge of computers software and hardware, and techniques to troubleshoot
- Strong professional communication skills with other technical support specialists and clients
- Escalated support desk tickets to a higher level in the most crucial circumstances and after considerable time had been spent on a single ticket.

### **Security Guard**

Reilly Security Services - Toronto, ON

April 2016 to August 2017

- Performed patrol duties within assigned areas to guard against theft, shoplifting, vandalism and fire.
- Handled emergency situations effectively; medical emergencies, accidents and other threats.
- Wrote reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.
- Called police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.

- Circulated among visitors, patrons, and employees to preserve order and protect property.
- Responded to requests for assistance at the building.
- Checked passes and credentials of persons seeking to enter the building.

### **Merchandise Flow Team-Member**

Target - Toronto, ON

November 2014 to March 2015

- Kept merchandise organized and accessible for customers as per store guidelines.
- Helped drive sales by pulling merchandise quickly and accurately from the warehouse.
- Moved merchandise using bar-code scanner technology (P.D.I).
- Organized and maintained warehouse.
- Created a pleasant and safe shopping environment.
- Dealt with customers to ensure customer satisfaction.

### **Volunteer**

Eritrean Community Centre of Toronto - Toronto, ON

April 2014 to October 2014

- Called members and invite to upcoming community centre events.
- Assisted with workshops and research development.
- Provided community resources and referrals to members.
- Interpreted for newcomers from Arabic to English.
- Assisted with the organization and facilitation of various events, including the setup and take-down of various event-related booths and other materials.

### **Customer Service Representative**

S.T.C Saudi Telecommunication Company

January 2013 to June 2013

- Demonstrated a high standard of customer service.
- Provided and process information in response to inquiries, concerns and requests about products and services.
- Monitored incoming and outgoing telephone calls, emails and faxes.
- Responded promptly to customer inquiries and set up new customer accounts.
- Managed critical calls dealing with problematic situations with complaining clients.
- Provided pricing and billing information and ensure customer satisfaction.
- Trained how to identify critical situations and calls, and how to manage them according to the company's protocol.
- Handled online updates for methods of payment, addresses and other personal information for clients.

### **Cyber Assistant**

M.S Cyber

December 2005 to March 2008

- Worked as a customer service representative and installed OS, Software and assembled of new computers.
- Interacted one-on-one with clients, assessed their needs in order to provide them with accurate information.
- Assisted customers with issues or questions regarding using computer software.
- Provided services such as encoding, printing and faxing to the customer.
- Dealt with problematic situations with challenging clients and ensuring satisfaction.

- Ensured the security and the smooth running of OS and software operations.

## Education

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### **Course in Effective Persuasion and Public Speaking**

Ryerson University - Toronto, ON

April 2015 to July 2015

### **Course in Advanced Customer Focused Application**

Ryerson University - Toronto, ON

March 2015 to June 2015

### **Course in Microsoft Certified IT Professional M.C.I.T.P**

Soft Tools Institute - Pune

July 2012 to December 2012

### **Course in Cisco Certified Network Association**

Soft Tools Institute - Pune

July 2012 to December 2012

### **BCOM in Marketing**

PUNE University - Pune

April 2008 to May 2012

## Skills

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- Technical Support (3 years)
- Customer Service (4 years)

## Languages

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- English - Advanced
- Arabic - Advanced

## Certifications and Licenses

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### **Ontario Security Guard License**

April 2016 to November 2017

### **Emergency First Aid and CPR**

January 2016 to Present

## Additional Information

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- Languages: Multilingual - English, Arabic and Tigrinya