

Mohamed Yahia Mokhtar Ali

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PROFILE

Dedicated and results-driven Customer Service professional with a proven track record of providing exceptional service, boosting sales, and fostering strong client relationships. Skilled in effective communication, problem solving, and time management to ensure customer satisfaction.

PROFESSIONAL EXPERIENCE

Warehouse assistant

2018

Sana mall

Received, stored, and organized merchandise.

Conducted regular stock counts and audits.

Assisted with inventory transfers and replenishment.

Picked and packed orders accurately according to customer specifications.

Prepared shipments for delivery or pickup.

Maintained a clean and organized warehouse environment.

Assisted with equipment maintenance and repairs.

Provided support to store staff and customers as needed.

Assisted with returns and exchanges

Call Center Agent

06/2019 – 03/2021

Zain Customer service for communication

- Managed high-volume inbound and outbound calls with a focus on customer satisfaction.
- Effectively resolved customer issues and concerns by providing accurate information, troubleshooting problems, and offering timely solutions.
- Followed call center protocols and scripts, ensuring consistent and professional customer interactions
- Assisted customers with inquiries, complaints, and product information, achieving a resolution rate of over 90%.
- Documented customer interactions in the database, ensuring accurate and timely updates.
- Collaborated with team members to improve processes and enhance service delivery.

Customer Service Representative and Sales

04/2021 – 12/2022

Dolla Center for Services and Sales

- Greet and assist clients in a warm and welcoming manner.
- Answer phone calls and respond to emails promptly, addressing customer inquiries and concerns.
- Schedule appointments and manage the booking system efficiently.
- Provide information about services, products, and promotions to customers.
- Handle customer complaints and feedback with professionalism and empathy.
- Collaborate with team members to ensure seamless service delivery.
- Maintain a clean and organized reception area.
- Assist with administrative tasks as needed, including inventory management.
- Stay updated on industry trends and product knowledge to better assist clients.

EDUCATION

Bachelor of Arts in English Language and Literature

2017

Omdurman Islamic University

SKILLS

- Fluency in English
(speaking, writing, reading, listening)
- Excellent communication skills
- Ability to work under pressure
- Strong organizational and time management skills
- Ability to work independently and as part of a team
- Experience using a variety of educational technology
- Good at using computer and working with microsoft office programs

LANGUAGES

English	● ● ● ● ●	Arabic	● ● ● ● ●
Porficient		Native Speaker	

COURSES

Opera PMS System	2021
Edrak platform	
Training course	
Responsive Web Design	04/2024
freeCodeCampe, Developer Certification	
Art & Inquiry: Museum teaching strategies for your classes	10/2023
MoMA, Coursera	
Human Resources Course	2018
Govna Institute	
First Aid	2018
Ana Assudan Organization	
Teaching English now, foundational principles	11/2023
Arizona state university	