

ZAID SHUJAIRI

ABOUT ME

A professional specialist in telecommunication customer service. I can gladly handle a big amount of personal & technical customer requests & complaints, I have a strong understanding of wide range of technical fields especially the programming. I am flexible in my working hours, fully able to work evenings and weekends. am passionate about learning & developing IT systems. I am looking for a position when I can hire this passion & experience in enhance highly dependable technical systems.

 Zaid.engi@gmail.com

 +964 780 6969987

 www.rockson123.com

LANGUAGES

Arabic



English



EDUCATION

BSc in mechanical engineering (2008)

UOT-Iraq

Rank of graduates : 5

Patents in the field : 2

EXPERIENCE

Zain-Iraq Mobile telecommunication (2018-now)

Call center agent

Handling incoming calls to manage and resolve customer complaints and requests using applicable softwares ,documents in a Knowledge base system.

MOH-Iraq

Technical Maintaine Engineer

Implement technical(electronic, electrical, mechanical) maintaine jobs

MY SKILLS



HTML5



CSS3



Javascript



Python

HOBBIES



Reading



Music