

# ZAID SHUJAIRI

## ABOUT ME

A professional specialist in telecommunication customer service. I can gladly handle a big mount 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 depenable technical systems.

 Zaid.engi@gmail.com

 +964 780 6969987

 www.ZaidShujairi.netfly.app

## 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 Knowldge base system.

MOH-Iraq  
Technical Maintaince Engineer  
Implement technical(electronic, electrical, mechanical) maintaince jobs

## MY SKILLS



HTML5



CSS3



Javascript



Python

## HOBBIES



Reading



Music