

Mohammed Alshmayri

5835 Ternes st
Dearborn, MI 48126
(313) 213-1695
mohamedalshmayri@gmail.com

PROFESSIONAL SUMMARY

A very fast and skilled computer user with multi-tasking abilities. Proficient Team Member experienced in a fast paced environment and reliable. Seeking to support high-volume operations with strong multi-tasking abilities and high energy. Background knowledge in Javascript, HTML/CSS, SQL, PHP, and Python. Built programs using Python. An excellent communicator who enjoys using technology. Fluent in two languages: Arabic and English.

EXPERIENCE

Avis Budget Group, Detroit — Customer Service Representative

01/2022 - Present

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered constant flow of customer calls with minimal wait times.
- Offering advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services and company information.
- Recommended products to customers, thoroughly explaining details.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Cultivated customer loyalty, promoted repeat business and improved sales.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Investigated and resolved customer inquiries and complaints quickly.
- Delivered prompt service to prioritize customer needs.
- Met customer call guidelines for service levels, handle time and productivity.
- Educated customers about billing, payment processing and support policies and procedures.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Maintained up-to-date knowledge of product and service changes.

SKILLS

- Communication
- Website Creator
- Speaks Two Languages
- Customer Service
- Active Listening
- Computer Skills
- Problem-Solving
- Multi-tasking Skills
- Fast Typer
- Time Management
- Accurate Money Handling
- Reliable Team Worker
- Fast Learner
- Self Motivated
- Fast Worker

AWARDS

DBIS AWAR positive behavior intervention support

Certificate of Achievement Math Competition Champions

Certificate Of Excellent 3.5 - 4.0 Honor Roll

Adhering To The Core Values for meeting all criteria necessary to receive the honor

Certificate Of Completion Woodworth School

Certificate Of Achievement For Outstanding Achievements in Mathematics

Certificate Of Achievement For Outstanding Achievements in History

Honor Roll, Effort, and Citizenship

Outstanding Student
Super Speller

Krispy Kreme, Allen Park — Team Member

08/2022 - 01/2022

- Greets customers in accordance with Krispy Kreme standards of customer service.
- Fills customer orders by obtaining items from shelves, coolers, bins, tables, or containers and dispenses beverages.
- Handles difficult customer situations professionally
- Exhibits suggested selling behaviors such as: up-selling other products, and up-selling sizes.
- Operates retail equipment in the proper manner.
- Operates drive-thru.
- Cash and/or initiates credit card charge payments from customers and makes accurate change for cash transactions.
- Count money in the cash drawer at the beginning and end of the work shift.
- Maintains a clean, neat uniform at all times including a name tag.
- Acts as a team player through the standards identified in the Employee Training Manual.
- Catches, trays, and boxes doughnuts off the line as needed.

LANGUAGES

- English
- Arabic

Tim Hortons, Dearborn — Team Member

05/2022 - 08/2022

- Operated the drive-through window and sales register quickly and efficiently
- Provided friendly guest service
- Restocked work stations
- Performed all position responsibilities accurately and in a timely manner
- Reported to each shift on time and ready to work
- Prepared all food orders in a timely manner

EDUCATION

Fordson High School, Dearborn, MI — Student

Graduation Year: May 2023

Senior Student

Henry Ford College, Dearborn, MI — Student

Student

Computer Science

PROJECTS

Website — ePortfolio

<https://cislinux.hfcc.edu/~malshmayri/index.php>