

# Mohamed Sidahmed

I am an enthusiastic, dedicated, and organized individual who strives for excellence, seeking a challenging opportunity to demonstrate and utilize my management and marketing skills along with my experience in interacting with people within the industry to help businesses grow and prosper.



## Work History

2021-06 -  
Current

### Customer Service Representative

*Telecommunications and Digital Government  
Regulatory Authority, Abu Dhabi*

- Provide exceptional customer experience for each and every interaction while handling large volume of interactions.
- Ability to achieve quality scores simultaneously with providing customer focus and maintaining composure.
- Handle all complaints from Etisalat customers and provide satisfying results.

2020-02 -  
2021-05

### AppleCare Technical Support and Sales Advisor

*Teleperformance, Dubai*

- Provide technical support to Apple customers and provide a world class customer service.
- Represent apple management and position dead-end policies and gaining an agreement on the overall experience and the provided solution.
- Maintain an in-depth knowledge of Apple products to provide suitable recommendations to customers as needed.
- Meet the target of selling products and services over the phone.

2018-01 -  
2019-12

### Debt Collector

*Emirates Management & Debt Collection /EMDC,  
Abu Dhabi*

- Keep track of assigned accounts to identify



## Contact

### Address

Abu Dhabi, AZ

### Phone

971-503-878409

### E-mail

ameenalfadhi9@icloud.com



## Skills

Communication Skills

Knowledge of human  
resource laws

Effective Time  
Management

Team player with helpful  
mentality & attitude

Microsoft Office

outstanding debts

- Plan course of action to recover outstanding payments
- Locate and contact debtors to inquire of their payment status
- Create trust relationships with debtors when possible to avoid future issues

2017-01 -  
2017-12

### **Administrator**

*Workers National Bank, Khartoum, United Arab Emirates*

- Save Accounts, investments, daily transfers, teller.
- Produce monthly reports using advanced Excel spreadsheet functions.
- Process accounts receivable and accounts payable.

2014-01 -  
2016-12

### **Call Center Agent**

*Zain, Khartoum*

- Handling customer's request and complaint.
- Handle assigned tasks from direct manager like [escalated calls, analyze team performance and KPI's] Customer Service at Abu Dhabi film festival , Abu Dhabi.

2009-01 -  
2009-12

### **Customer Service Representative**

*Abu Dhabi film festival, Abu Dhabi*

- Ensure safety and guest satisfaction.
- Support Chief Operating Officer with daily operational functions.
- Develop new process for employee evaluation.

2008-01 -  
2008-12

### **Financial Accountant**

*Zara, Abu Dhabi*

- Analyze departmental documents for appropriate distribution and filing.
- Obtain documents, clearances, certificates and approvals from local, state and federal agencies.
- Supervise accounts receivables clerks, team of five.



## Education

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2011-09 -  
2015-04

**BBA: Business Administration  
(Management), Business Management**

*National University - Khartoum*

Accounting, Marketing, Finance, Law, Economics  
And Business