

AHMED MUIN AL-MASRI

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Job Title ...

Customer service employees need to master the art of dealing with the customer in order to achieve best practices and meet changing customer expectations. Accordingly, the employee must have a set of attributes and qualities that enable him to manage customer relationships successfully

Core Proficiencies ...

High ability to respond to customers in a decent manner and respond quickly to their requirements / The employee must remain calm and collected while working / Ability to work under pressure and work long hours / He has a high ability to make the right decisions in the fastest time / Possesses excellent listening skills and is polite and forward-looking in his field of work

Experience

April 2023 Till Now

- **Administrator / Customer Service .. Al Mutakhasis Tax Consultant & Internal Audit Service**
 - ✓ Resolve individual customer issues, uncover improvements, and troubleshoot and report customer experience vulnerabilities
 - ✓ Answering questions or inquiries that the customer needs to know
 - ✓ Providing high-quality service that meets all customer needs and enhances their level of satisfaction

Aug 2014-March 2023

- **Senior Customer Services / SMB & Enterprise - Tier 2**
Etisalat Corporation - Customer Care Center – Enterprise Section
 - ✓ Research and view the latest information and products of the company
 - ✓ policy from time to time s'and review the company
 - ✓ Evaluating the customer experience, writing notes, and sending reports to management periodically
 - ✓ Conducting customer surveys to get their opinions and observations about the product or service they are receiving

Jan 2012- July 2014

- **Senior Customer Services .. Etisalat Corporation Customer Care Center – ECS Section**
 - ✓ Convince potential customers to buy the product or try the service provided by the company
 - ✓ Time management and allocating an appropriate period for each client according to his needs and requirements
 - ✓ Read and analyze the customer and identify the mood he is experiencing to maintain positive interactions
 - ✓ Helping the company grow better by achieving customer satisfaction
 - ✓ Responding quickly to customers, empathizing with them, understanding the problem they face and providing the support and advice they need

Jan 2006- Dec 2011

- **Worked in Etisalat Customer Care Center in Dubai E-government and UAE Federal Government Helpdesk as Senior Customer Service Representative**
 - ✓ Maintain the punctuality & disciplined on my shift
 - ✓ Developing and updating Dubai E-government Intranet Dubai Economic Development Book
 - ✓ Answering Dubai E government customers' calls and give a technical and general inquiries
 - ✓ Build up a knowledgebase For Dubai E-government services
 - Follow up customer
 - ✓ cases related to Dubai e-government and UAE federal Departments
 - ✓ Handling VIP cases and difficult customers, coordinate with different Dubai Government departments to ensure the customer satisfaction

Sep 2003-Dec 2005

- **Worked with Etisalat Contact Center in Internet Services Helpdesk as Customer Service Representative**
 - ✓ Responsible for providing telephone technical support and excellent customer service solutions to users pertaining to PC technical problem
 - ✓ Handling cases and difficult customers, coordinate with different Etisalat departments and to ensure the customer satisfaction.
 - ✓ Support the business subscribers on their dedicated access
 - ✓ Handle the Etisalat Internet telemarketing campaigns
 - ✓ Respond to customer inquiries in an accurate and timely manner via phone, email or website.
 - ✓ Identify customer needs Help customers use specific features.
 - ✓ Analyze and report product malfunctions

● **Computer Engineer .. AL-Salehi Contracting Company, Shariah**

- ✓ Designing computer programming and working on preparing it completely so that it is ready for work.
- ✓ Providing feasible solutions to problems that many sites may face.
- ✓ Designing various types of software related to computers.
- ✓ The ability to deal with all artificial intelligence devices
- ✓ Adding applied industries that need computers

Jan2003-Sep2003

● **Computer Teacher .. National School, Ajman**

- ✓ Working as a Teacher (Arabic & American curriculum)
- ✓ Responsible Maintenance PCs
- ✓ Control the Network of the School.
- ✓ Developing the School applications
- ✓ Preparing educational plans in addition to preparing study materials.
- ✓ The teacher provides periodic reports related to achieving goals, in addition to providing the requirements that educational media need

Sep2002-Oct2003

Trainings & Certifications

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|--|----------|
| ● Developing Effective Working Relationship, Etisalat Academy, Dubai | Feb 2011 |
| ● Managing Time and Stress, Etisalat Academy, Dubai | Aug 2010 |
| ● Advanced Negotiation Skills, Etisalat Academy, Dubai | Mar 2009 |
| ● Communication Skill For Call Centre Staff, Etisalat Academy, Dubai | Jan 2004 |
| ● Certificate Microsoft Certified Systems Engineer (Microsoft Windows 2000), Microsoft Certificate | Jan 2003 |
| ● Certificate Microsoft Certified Systems Administrator (MCSA), Microsoft Certificate. | Jan 2003 |

COMPUTER SKILLS

- Linux Red Hat 9 configuration My SQL, NFS (Network File System), NIS (Network Information Service) & apache Web Server.
- Troubleshooting Configuration Emirates Internet, ADSL configuration, ISDN Configuration, Dial up Networking Configuration
- in Windows (98, 2000, XP, CE, Windows 7, Windows 10) & Linux Remote Access Configuration
- Managing network User & Network Security.
- Installing and Configuring Microsoft Windows
- Good knowledge of Web Page Design (Front Page, Dreamweaver, Macromedia Flash, Java, Java Script, HTML, Flash).
- Creating ,Making & Montage movies
- Microsoft Office
- All internet application (Browsers, e-mail clients and FTP clients)
- Good knowledge in smart phone devices application as well as formatting the device

Behavioral competencies

- Customer Service, Client Relationship Management, General Management.
- Communication, Leadership, Interpersonal, Analytical, Problem Solving & Decision-Making Skills.
- Computer Skills: MS Office Applications & Internet Usage.
- Hard working, fast, accurate learning and excellent interpersonal skills.
- Excellent grasping power & ability to learn.
- Able to work hard under pressure in a demanding environment.
- Able to handle responsibility & maintain management confidentiality.
- Ability to work as a part of team, but also enjoys working autonomously.
- Good organization & communication/ interpersonal skills.
- Have excellent experience in customers' services.
- Dynamic leader strongly committed to work with colleagues to achieve corporate targets

Principal subjects/Occupational skills covered

- Building relationships and constant communication with current and potential customers
- Preparing and preparing any papers or documents that the client may need to make agreements and conclude contracts
- A detailed explanation of all the products and services of the company
- you work for, and encouraging customers to purchase them

Languages

Arabic .. Native Tongue

English .. Fluent