



MOHAMMED Abd Al Ameer Kasim

Customer Care | Backoffice | Training | Sales



ABOUT ME

Full Name: Mohammed Abd Al Ameer Kasim

Place & Date of Birth: 2nd July 1979

Place of birth: Baghdad

Gender: Male

Nationality: Iraqi



OBJECTIVE

Working in challenging environment and developing my knowledge, skills and abilities and utilize this development to enhance the organizational performance and achieving the goals.



CONTACT



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EDUCATION

B.A. Degree in Business Administration

Baghdad University College

Location: Baghdad, Iraq

Grade: Good

Duration: 2002/2003



LANGUAGES

• Arabic - Native



• English - Native



TRAINING COURSES

- Developing individual Performance from Zain Iraq .
- Managing conflict from Zain Iraq .
- Making Team more customer- oriented from Zain Iraq.
- Vocal Victories from call center school .
- Successful sales form call center school .
- Call Center Supervision from call center school .
- Quality Assurance from call center school .
- Workforce Management from call center school .



WORK EXPERIENCE



Call center Team Leader & Trainer 2011 - Aug 2018

ZAIN Telecom Iraq

Give training of new applications for all call center agents.

- The division of daily tasks for the leaders (morning shift).
- Responsible of program and offers and new services session for the new trainees.
- Lead the call center agents and manage them activity.
- Manage the answer calls and monitoring the agents whom have low score of answered calls and create data base for this issue.
- Monitoring the S.L & the system.
- Monitoring the average talk time for the agents and for shift.
- Coaching group for agents and analyses the weak points
- Coordinate with other department to solve the agent problems.



WORK EXPERIENCE

Corporate Sales – Back Office

2010 - 2011

ZAIN Telecom Iraq



• I was responsible for postpaid line (local companies, foreign companies ,Embassies, government department & ministries)

With respect for:-

1. Activation new line.
2. Add & remove services.
3. Test the new offers of postpaid with marketing. And IT and technical.

Customer Care – Acting Team Leader & trainer of call center agents

2008 - 2010

ZAIN Telecom Iraq



- Lead the call center agents and manage them activity.
- Manage the answer calls and monitoring the agents whom have low score of answered calls and create data base for this issue.
- Monitoring the S.L & the system.
- Monitoring the average talk time for the agents and for shift.
- Coaching group for agents and analyses the week points.
- Coordinate with other department to solve the agent problems.
- Responsible of program session for the new trainees.

Customer Care – Call Center Agent

May 2006 - 2008

ZAIN Telecom Iraq | x(Iraqna)



- Receiving customer calls.
- Solving them problems.
- Explain all offers and new services to subscribers