

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.





Iraq - Baghdad



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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 Irag .
- 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

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Call center Team Leader & Trainer

2011 - Aug 2018

ZAIN Telecom Iraq

Give training of new applications for all call center agents.

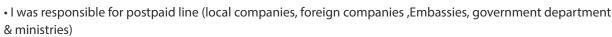
- The division of daily tasks for the leaders (morning shift).
- Responsible of program and offers and new services session for the new trainees.
- Lead the call center agents and manage them activity.
- Manage the answer calls and monitoring the agents whom have low score of answered calls and create 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.



Corporate Sales – Back Office

2010 - 2011

ZAIN Telecom Iraq





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

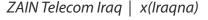
2008 - 2010

ZAIN Telecom Iraq

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Customer Care – Call Center Agent

May 2006 - 2008





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