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**Objective**:

To obtain employment with a company that offers a positive atmosphere to learn and implement new skills and technologies for the betterment of the organization.

**CAREER SUMMARY**

Customer services –Korek telecom, Baghdad        October 2017 – current

* Customer Service Representative
* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies

**Music Teacher-**New English School and Rawdat Al Ma’aref School, Amman- Jan 2017 – Sep 2017

* Teaching basic music theory & how to perform sight reading.
* Teach musical concepts, performance and listening skills, in context of style and genre.
* Taught students how to write notation and how to form chords as harmony

[Dajani Consulting](https://jordan.tanqeeb.com/jobs/search?company=Dajani%20Consulting)– Jordan, Amman         Jun 2014 – Dec 2016

**Translator/ Interpreter**

* Provide oral and written interpretation services from English to Arabic and vice versa.
* Attend business meeting and conference to listen carefully to conversations and provide verbatim interpretation.
* Took notes during oral interpretation and provided feedback.
* Ensure that all written translations conform to the original text in terms of technicality and terminology
* Discuss interpretation requirements with clients to ensure error free documents

Zain– Jordan, Amman         Jan 2010 – May 2014

**Call Center Representative**

• Properly directed inbound calls in phone queues to improve call flow.  
• Provided accurate and appropriate information in response to customer inquiries.  
• Developed effective relationships with all call center departments through clear communication.  
• Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.  
• Collected customer feedback and made process changes to exceed customer satisfaction goals.  
• Maintained up-to-date records at all times.  
• Built customer loyalty by placing follow-up calls for customers who reported product issues.

Zain IQ – Iraq, Baghdad         Feb 2006 – Dec 2009  
  
**Sales Executive**

• Selling pre/post-paid SIM card to customers.

• Selling Value added services to existing customers.

• Registered new Phone connections.

• Assisting store manager for stock and record keeping.

• Demonstrate and provide information on promoted services.

• Create a positive image and lead consumers to use it

• Identify interest and understand customer needs and requirements

• Set up booths or promotional stands and stock products

• Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed, etc.)

**EDUCATION**Diploma of Arts – Baghdad Institute of Fine Arts 2000 – 2005

**Computer Skills**

MS office, Visio, AutoCAD

**Training courses**

Microsoft Office course in Baghdad University, Course in AutoCAD Amman, IELTS course in AL-Khaled institute in Baghdad 2014, Course in Human Resources Management.

**Languages:**

* Arabic : Mother Tongue
* English: fluent