



# MOHAMMAD YANAL

## CONTACT

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## FRONT END DEVELOPER

EXPERIENCED IN CUSTOMER SERVICE

### PERSONAL PROFILE

Perform various tasks capacities and persevering, profoundly participation rate with positive energy , can work exclusively or being essential for a group. Excellent communicator with individuals.

### WORK EXPERIENCE

Customer Service Agent  
Jeeny | Dec 2019 - Oct 2021

- Taking inbound Tasks, tackling in excess of 50 tickets and taking up to 145 grumblings and complaints in a day. Additionally, outbound tasks call in excess of 40 Customers or drivers.
- Troubleshooting with customers due to calls and tickets

Customer Service Representative  
Extensya | Dec 2018 - Sep 2019

- Handling and resolving customer complaints regarding delivery product sales to customer service problems.
- Following up complicated customer calls where required.
- Other duties as assigned.
- Data Entry for Restaurants Menu project

### EDUCATIONAL HISTORY

Arab Open University | Jordan  
Information Technology & Computing | Sep 2017 - May 2022  
Grade good.

Al Faisaliyyah School | Riyadh  
Tawjehi | Dec 2013 - Dec 2014

- Degree: 86.17% (Very Good)
- Scientific degree

### PROGRAMMING AND COMPUTER SKILLS

Self Learning devoloper  
Web & Applications Development , Learning so much on my own and trying to get real-world experience , due to learning from many of platforms like Udemey & Youtube and exploring a lot of libraries on the internet

- Java
- HTML & CSS
- Microsoft Excel
- Microsoft PowerPoint

### WORK EXPERIENCE

Customer On-Boarding Officer  
MakanE ( Mawdoo3 )| Dec 2021 - 01/2022

- Mawdoo3 Company for MakanE Product (E-commerce Platform),
- Creating & Customizing online stores for merchants.
- Daily tasks with CRM system (Pipedrive).
- Daily Phone calls to follow up with clients (Outbound & Inbound).

Customer On-Boarding Specialist  
Tip n' Tag ( Tatbeeqi )| 02/ 2022 - 03/2022

Customer Service Agent  
Posta Plus| 06/ 2022 - 07/2022

Customer Service Associate  
Syarah| 07/ 2022 - 08/2022

UDEMY COURSES :  
THE COMPLETE JAVASCRIPT COURSE  
2022: FROM ZERO TO EXPERT!

RESPONSIVE WEB DESIGN ESSENTIALS  
- HTML5 CSS3 BOOTSTRAP

### PORTFOLIO :

<https://mhmd991.github.io/portfolio/>

## SKILLS SUMMARY

- Computer Skills
- Software Development
- Troubleshooting
- Planning
- Staff and User Training

## HOBBIES

Swimming  
Football  
Video Gaming

## TRAVELS ✈

Lebanon , Malaysia , Egypt