

Ahmed Ali Marhoon

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To achieve a challenging position in an organisation, where acquired skills and education will be utilized towards continued growth and advancement with contribution to the growth of the organisation.

Summary

- ✦ **Customer service** skills
- ✦ Verbal **communication** skills
- ✦ Written **communication** skills
- ✦ Ability **prioritize** and multitask
- ✦ **Problem-solving** skills
- ✦ **Competence** in office software
- ✦ Relationship **management**
- ✦ **Rapport**-building

WORK EXPERIENCE:

2018, July – 2019, January
Gulf CX

Call Center Agent

- Answer incoming calls
- Management and resolve customer complaints
- Sell products and place customer orders in the computer system
- Identify and escalate issues to supervisors
- Provide product and service information to customers
- Research, identify, and resolve customer complaints using applicable software
- Process orders, forms, and application
- Route calls to appropriate resources
- Document all call information according to standard operating procedures
- Recognize, document, and alert the management team of trends in customer calls
- Follow up customer calls where necessary
- Upsell products and services
- Complete call logs and reports
- Other duties as assigned

Academic Credentials

2018 **Bachelor of Commerce, Bharati Vidyapeeth, India.**
2018 **Diploma in Banking, Bharati Vidyapeeth, India.**

Computer Skills

- ☞ CRM
 - ☞ Genesys (Call Center System)
 - ☞ Microsoft office **(Latest)**
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Personal Dossier

Date of Birth: 04th Feb 1994
Address: Villa No: 1294, Road No: 2628
Block no: 626, Al-Akr Al Gharbi, Kingdom of Bahrain
Languages Known: English & Arabic (Excellent) (Speak, Read, and write)
Marital Status: Single
CPR No: 940204339
Driving Licence: Valid
Current CTC **Confidential, negotiable**

Declaration

- ☞ I hereby declare that the information furnished above is true to best of my knowledge and belief.