

Basel Ibrahim

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SUMMARY

Professional Sales Development With More Than Three Years Of Experience in the Telecommunication sector Reviewed constantly the customer feedback and then suggested ways to improve the processes and customer service levels which increased the satisfaction rate from 70% to 92%.

Professional Networks And Information Security Engineer Handling a Wide Gamut Of Security Functions Identifying Risks Areas That Will Require Vulnerability Prevention.

Teamwork | sales And Marketing | Customer Experience | Emotional Intelligence | Time Management | Analytical Reasoning | Cloud Computing |Networking |

WORK EXPERIENCE

Emirates Telecommunication Corporation Etisalat, Dubai,UAE
Sales Development Officer , 07/2012-08/2015

|CRM| monitoring customer satisfaction and training customer service representatives to improve customer service through interacting with customers. promoting Etisalat products and services, and reviewing customer evaluations.

- Increased Customer Satisfaction Rate By 21% By Improving The Customer Service
- Communicated Courteously with customers by telephone, Email Letter And Face to face.
- Responded Promptly to customer inquiries to enhance Customer Retention.
- Enhanced customers Retention By 20% By investigating and Resolving complaints

Accel IT Academy Pvt . Ltd, Chennai, Tamil Nadu India
Network Engineer , 09/2010-01/2011

- Managed network connectivity of Accel IT Academy and ensured its LAN/WAN infrastructure was operating according to prescribed best practices and technical standards.
- Ensured stability and security of the network by regularly monitoring systems, and troubleshooting potential problems.
- Maintains data security and ensures integrity, protection of all information.
- Installed and configured Routing Protocol Static Routing Protocol, Default Routing Protocol, TCP/IP, DNS, DHCP, HTTP,SMTP,NTP,SNMP,VOIP,ATM,MPLS - LAN,WAN,WLAN Cisco CSS, CSM WAF-5 Layer 7 DoS. Switching, VLAN, VTP, DTP, STP, RSTP , RIP, BGP, OSPF, EIGRP, HSRP, Frame Relay, VPN, MPLS, Active Directory, DNS, WINS, SNMP, SMTP,OS Platforms.

CERTIFICATION

- Cisco Certified Network Professional (CCNA -CCNA-Security -CCNP)
- Information system security professionals (ISSP) NSA-CNSS U.S
- Certified Ethical Hacker (CEH)
- International English language Testing System (IELTS)

EDUCATION .

Bsc In Computer Science, Graduation Year (2011), The University of Madras, Chennai Tamil Nadu India

