



ALAA ALI AHMED

CUSTOMER SERVICE & CALL CENTER



Juffair, Bahrain



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ABOUT ME

With a comprehensive work history that spans office environments, the retail sector, and the education field, I possess a multifaceted skill set that enables me to engage effectively with a wide array of individuals. My experience has honed my ability to adapt and thrive in diverse settings, making me an ideal candidate to blend into your team with ease. I am confident that my background equips me with the versatility and interpersonal skills necessary to contribute positively to your organization's dynamic.

LANGUAGES

ARABIC

ENGLISH

SKILLS

CUSTOMER SERVICE SKILLS

MICROSOFT OFFICE SKILLS

ADMINISTRATIVE SKILLS

CREATIVITY

TEAM LEADER SKILLS

TIME MANAGEMENT

PROBLEM SOLVING

ORGANIZATION

ACTIVE LISTENING

HOBBIES

TRAVELING,SOCIAL MEDIA

WORK EXPERIENCE

ALKAWTHER SOCIETY FOR SOCIAL CARE

Dec 2023 - Present

Executive secretary

- Managed executive's schedule, coordinating appointments, board meetings, and conferences efficiently.
- Diligently recorded minutes during meetings, ensuring accurate documentation of proceedings.
- Screened incoming calls with discretion, redirecting as necessary to optimize executive's time.
- work on LMRA, GOSI, Tamkeen

AMERICAN CULTURAL & EDUCATION CENTER (ACEC)

Jan 2022 - Jan 2023

Customer service coordinator

- Addressed and resolved customer inquiries promptly, ensuring a high level of satisfaction.
- Efficiently processed customer orders, maintaining accuracy and attention to detail.
- Expertly handled customer complaints, turning dissatisfied customers into brand advocates.

GLOBAL EDUCATION

Jan 2019 - Jan 2021

Admin secretary

- Managed high-volume inbound calls with professionalism, ensuring prompt message delivery and accurate call routing.
- Maintained executive schedules through meticulous diary management and strategic appointment coordination.
- Produced and organized comprehensive reports, demonstrating exceptional typing and document preparation skills.

ALMANHAL WATER FACTORY

Jan 2017 - Jan 2019

Customer service & call center

- Expertly handled high-volume inbound and outbound calls with efficiency and courtesy.
- Skilled in identifying and addressing customer needs, ensuring clarity and resolution.
- Diligently maintained comprehensive records of customer interactions in the call center database

EDUCATION

BAHRAIN TRAINING INSTITUE

2014

Diploma Marketing

SAAR SECONDARY SCHOOL

2010

High school diploma

commerical certificate