



Personal information

Nationality: Syrian

current location: UAE, DUBAI

Date of birth: September -12th-1991

Contact

Phone: +971562424476

Email: mahfoudalaa3@gmail.com

Driving license

Valid UAE driving license

skills

- Call centre support.
- Operating systems.
- Microsoft office-most experianced in Word,excel and power-point.
- Graphic designn programms (Photoshop, Indesign).
- Problem solving.
- Time managment.
- Attention to details.
- Creativity.
- Positivity.
- Work ethic.
- Ability to learn.

Training and workshops

- Arab Advertising Organization.
- NLP-Alhakim center (2014).
- Time mangment-Alhakim center (2014).
- Maintenance of Mobile-Megasoft (2015)

Voluntary work

Massar project-The Syrian trust for development.

References

References available on request

Alaa Mahfoud

Summary

Sales and customer service specialist competent efficiency with 6 years of experience, Maintain a friendly relationship with clients, highly active and able to communicate,perform and learn new skills.

- Experience on Marketing and banking.

Work experience

Abu Dhabi Islamic Bank - ADIB - (Sharjah) Jan 2024
(Islamic Finance Executive)

*Covered Card Specialist

- Communicate with customers and explain the features of the cards.
- Completion of sales and signing of contracts
- Data entry on Fine one system.
- Follow-up with customers after sales.

Services Master Company (Dubai) Jun 2023 - Oct 2023
(Businessmen services company)

*Sales Officer

- Make calls and visit Potential clients.
- Explaining the services the company provides to customers.
- Arranging management meetings with clients.
- Collecting daily data on potential customers and preparing reports.

Oubari pharma Jan 2018 - May 2023
(pharmaceutical company)

* Customer Service

- Dealing with customer problems through various communication channels.
- Evaluating client needs depending on goals.
- Showing interest in customer satisfaction.
- Immediatly responding to costumer inquiries.
- Daily reports.

Marketing Mobiles Accessories Feb 2015 - Sep 2017
(Own project)

- Taking orders from wholesalers.
- Marketing products using social media.
- Desighn advertisements for products using graphic designn programmes.
- Make deals with retailers.

Education

Bachelor's degree in communication and electronic engineering. 2014 Tishreen university, Lattakia (Syria).

Languages

Mother tongue : Arabic.

Other language : English (B2).