



ALI MOHAMED

PROFILE

I am an physical education graduate from University of Bahrain, who's very enthusiastic about learning and believes in hard work. My academic study, previous work experience in the customer service industry has shaped my current personality to be a communicator, leader, and team worker. I am distinguished from others for my problem-solving, coaching, and analytical skills which are considered a valuable addition to my customer satisfaction mentality. I believe in success and I am looking forward to reaching it.

WORK EXPERIENCE

Customer Service Agent

Data Direct Bahrain | June 2023 - Present

- Responding to customer inquiries, concerns, and complaints promptly and professionally via call, email, and live chat.
- Providing accurate and detailed information and resolving any issues they may encounter.
- Assisting customers with placing orders and processing payments efficiently and accurately.
- Monitoring and managing customer interactions across multiple channels, ensuring timely responses and maintaining a high level of service.
- Acting as a point of contact for restaurants, coordinating with them to address customer needs and resolve any operational issues.
- Training and mentoring team members, providing guidance and support in handling customer inquiries and resolving complex cases.
- Managing escalations and difficult customer situations.
- Analyzing customer feedback and data to identify areas for improvement.
- Monitoring service level agreements (SLAs) and key performance indicators (KPIs), ensuring team targets are met or exceeded.
- Participating in the onboarding process of new customer service team members.

CONTACT



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Barbar



981202713



Bahraini

EDUCATION



Bachelor In Physical Education
University Of Bahrain | Jan 2023



High School Diploma (Commerce)
Al-Noaim Secondary School | June 2016

CERTIFICATES



Chatbot Specialist
NIT | May 2023

SKILLS

- Communication.
- Leadership skills.
- Time Management.
- Attention to detail.
- Enthusiasm and personal drive.
- Project management.
- Goals oriented.
- Adaptability.

LANGUAGES

- Arabic
- English