

MOHAMMED ABDALRHMAN ALSHEHRI



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PROFESSIONAL SUMMARY

I hope work with stable company with an encouraging environment for employees which helps me to develop my skills . I have five years experience in the technical support department of the Middle East Internet Company and three years of experience as a special customer service in Taajeer company and one yer was in Mobily

I am looking for a job where I can use my skills and experience to work towards achieving the company's goals.

WORK HISTORY

Cyberia 08/2015 - Current

Technical Support, Riyadh, Saudi Arabia

- I receive the calling or emailing from our customers then I check for the serves internet issues such as STC or Mobily or Zain or any company have on agreement with us.
- I check the router through telnet then the interface and ping the IP.
- I open the trouble ticket with a provider internet and I monitoring that for 1 or 2 hours, update the case every 30 minutes with the provider by call, the customer by email and phone call, then I escalate to our engineers.

Taajeer Company 06/2008 - 12/2011

Customer Service Specialist, Abha

- I sign in the customers on the Taajeer system and printer the agreement to the system and insurance cars.
- Contracts printing, signing together, then I save the file to the archives.
- Print Driving permit for the customer.
- Transfer the cars to a new client.

Mobily at Saudi call Company 09/2007 - 05/2008

Customer serves, Riyadh

- I welcome the new customer and I explaining the customer for the services then he will choose one, like postpaid or prepaid with a package.
- I transfer the sim number from another company to Mobily.
- I Help the customer to pay the bill and activate the service.
- Renew the sim card if lost it.

SKILLS

- Microsoft Office
- Google Drive
- Team liaison
- Client assessment and analysis
- Team leadership
- Communication skills
- Well organized
- Problem solving
- Excellent customer service skills
- Work under pressure
- Contouring understanding
- Superior customer service
- I don't have any problems to working under pressure
- The ability to develop work techniques
- A good relationship with a customer
- Working with a team
- Easy to work in shift time.

EDUCATION

College Of Technology, Abha , 06/2007
Diploma Office Management Department

Guest Delight , Jeddah, 02, 07/2009
Training Course