

Abdelfattah J. A. Almeghari

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I am a self-motivated, hardworking and diligent individual with determination to succeed in a working environment. I have a great ability to add a positive influence within teams, and I can lead with direction and enthusiasm. Additionally, I possess a creative initiative allowing me to be proactive when working on my own. I adhere to deadline and work well under pressure. I am versatile and can adapt to any environment. I have a big personality and a big desire to be an asset to any team.

Education

Al-Azhar University – Gaza

2011 - 2015

Bachelor Degree in English Literature with a very good cumulative average 80.02%

Job Experiences

Customer Service Representative at Paltel Telecommunication Company

July 2020 – April 2022

- Supervising the team to deliver the best services to customers.
- Managing maintenance and repairs with the support of the IT department.
- Handling customer questions and concerns in a timely and professional manner.
- Contacting current or potential customers to promote products or services.
- Explaining products or services and prices, and answer questions from customers.
- Adjusting sales scripts to better target the needs and interests of specific individuals.
- Training other customer care representatives when required.
- Communicate any problems, concerns or questions to supervisory staff.

Telemarketing Officer at Jawwal Telecommunication Company

January 2019 – July 2020

- Supervising the team to achieve the bestselling.
- Coordinating with the IT department regarding any issues and problems.
- Delivering prepared sales talks to persuade potential customers to purchase a product or service.
- Explaining products or services and prices, and answer questions from customers.
- Adjusting sales scripts to better target the needs and interests of specific individuals.
- Training other telemarketers when required.
- Communicate any problems, concerns or questions to supervisory staff.

English Teacher at British International School**August 2018 – June 2019**

- Organising and delivering classroom lectures to students.
- Evaluating a students' class work and assignments.
- Preparing classroom and coursework materials, homework assignments, and handouts.
- Recording and maintain accurate student attendance records and grades.
- Developing English lesson plans in line with the National Curriculum.
- Maintaining discipline in the classroom.

Volunteer at Coastal Municipalities Water Utility**January 2018 – July 2018**

- Coordination and following up with advertising companies.
- Translation from English into Arabic and vice versa.
- Participate in Carrying out and following up activities and campaigns.
- Helping in Reporting and Advocacy.
- Working as a Technical assistant for Social Media.
- Participating in Covering, carrying out and coordinating events.
- Participating in Conducting Home Visits.

Intern at Islamic Relief Palestine**March 2016 – October 2016**

- Translating documents, news items, articles, and letters from Arabic to English and vice versa.
- Conducting Field Visits to beneficiaries
- Working effectively with a wide variety of settings and situations
- Assisting in the planning and implementation of programme activities.
- Planning and supervising Hope & Action Initiative for promoting hygiene issues among wide range of beneficiaries.
- Distributing hygiene kits and other deliverables for beneficiaries

Skills & Competencies

- Excellent writing skills in both Arabic and English
- Ability to develop good relationships with clients and co-workers.
- Excellent Presentation skills with the ability to capture and influence audience.
- Highly developed verbal and written communication skills.
- Proven ability to work under pressure & within tight deadlines.
- Logical thinker able to prioritise heavy workload.
- Exceptional time management, organisational and project management skills.
- Computer literate and confident using a variety of different software programmes such as Microsoft Office, Adobe, in addition to typing skills.