

Abd El-karim I. El-Madhoun

CURRICULUM VITAE

North Gaza– beit lahia

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0599-474155

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EDUCATION

June, 2014 AL AZHAR UNIVERSITY

Bachelor degree of business administration (studied in English Language), GPA: **78.09%**
Faculty of economic & administration science.

Sep , 2020 AL AZHAR UNIVERSITY

Studying Master OF Business Administration , MBA
Faculty of economic & administration science

EXPERIENCE

2/2019
Till now

Customer Service Team Leader , Accounting Software, Working Remotely

- Coordinate Customer Service Team.
- Provide Direct Customer Support.
- Review and Resolve Escalations.
- Evaluate Team Members.
- Support Process Improvement.
- Train New Hires.

8/2018 to
1/2019

Telemarketing officer , Jawwal, Gaza

Main tasks includes:

- Cold call people using a given phone directory to sell products or solicit donations.
- Answer incoming calls from prospective customers.
- Use scripts to provide information about product's features, prices etc. and present their benefits.
- Ask pertinent questions to understand the customer's requirements
- Persuade the customer to buy by demonstrating how merchandise or services meet their needs.
- Record the customer's personal information accurately in a computer system.
- Deal with complaints or doubts to safeguard the company's reputation.
- Go the "extra mile" to meet sales quota and facilitate future sales.
- Keep records of calls and sales and record useful information.

01/2015 to
30/11/2016

Sales officer , Paltel, Gaza

Main tasks includes:

- Conducting marketing campaigns and selling Paltel services.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications
- Contributes to team effort by accomplishing related results as needed

6/2014 to
1/2015

volunteer at Ard El Insan Palestinian Benvolent Association

- Coordinate activities, resources, equipment and information.
- Report and escalate to management as needed
- Create and maintain comprehensive project documentation, plans and reports
- Use project management tools to monitor working hours, budget, plans and money spend
- Help prepare project proposals, timeframes, schedule and budget
- Liaise with clients to identify and define project requirements, scope and objectives

07/2015 to
01/2016

Procurement Assistant at (UNRWA)

Main tasks includes:

- Reviews acquisition request packages;
- Works with the Contracting Officer and Center Requestor to ensure delivery of supplies;
- Performs data entry in work tracking system;
- Performs post-award administration activities;
- Distributes award documents; and Performs mailbox monitoring.
- Ensure that price variations are communicated to the relevant parties as quickly as possible.
- Assist in the development and implementation of an electronic procurement system.
- Assist in other areas of the Central Services section as required.
- Arrange for the supply/allocation of office equipment and supplies, materials, and vehicles as required by the Department.

12/2015 to
04/2016

Dealers (retail centers) Coordinator , Paltel, Gaza

Main tasks includes:

- Monitoring and evaluating dealers daily work activities.
- **Ensure adherence to Paltel Program Quality standards.**
- **Represent the company in relevant meetings.**
- Distributing the campaign materials, and ensure that the dealers do their best.
- Heading the Buzz Team that promotes the company's services.
- Follow up and problem solving process.
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management
- Write reports in a timely manner.
- Assist in formulation of project work plans.
- Conduct field monitoring visits of project activities and liaise closely with project staff to ensure quality implementation

TRAINING AND COURSES

- Institutional Testing Program "TOFEL" score 603
- International Computer Driving License (ICDL) from pixel
- The Art of negotiation and persuasion from UTOPIA
- Professional Art of Marketing from UTOPIA
- Self-driving license from UTOPIA
- The principles of human resources management from Edraak
- sales course (140 hours) from Palestine Education For Employment "EFE"
- Personal development skills from Pal academy center.

SKILLS

- The ability to apply administrative operations in any part of the Foundation of planning, organizing, directing and controlling
- Experience in the field of personnel management, marketing and production
- Management.
- Public speaking and Public and private Leadership skills.
- The ability of working under pressure and sever conditions.
- The ability of handling a various personalities and cultures.
- The ability to handle office and other external sites.
- The ability to coordinate events and coordinate with other partners and companies.
- Ability to perform other duties, as required from supervisors such as time management and accuracy in the achieving work.
- Excellent written communication skills
- Good interpersonal and oral communication skills
- Strong monitoring of personnel to ensure project deadline met
- Scheduling and coordinating employees
- Excellent in fill in timesheets Good ability in teamwork.
- Good knowledge of English.
- Excellent writing and presentation skills.
- Participation in seminars, trainings, conferences;
- Good command in written & spoken English & Arabic.
- Good experience in Budgeting skills
- Ability to work on owns initiative as well as a part of a team and to work under stressful conditions.

IT SKILLS:

- Excellent in MS office (Word , Excel , power pointetc.)
- Excellent internet researcher.
- Excellent ability in using computer programs
- Good knowledge in SPSS (Statistical Package for the Social Sciences)

REFERENCES:

Name	Position	Contact information
Mohammed Nofal	Telesales Supervisor at “Paltel”	0592220190

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Name	Position	Contact information
Fawzi El-Madhoun	Procurement officer at UNRWA	0599609506

Name	Position	Contact information
Mazen srour	Supply chain manager at "paltel"	0592220833

Name	Position	Contact information
Abdullah AlDayel	Owner of Qoyod.com	adayel@autocloud.com.sa +966548332088