



Abdalkarim Ibrahim Almadhoun

Gaza Strip . Jabalia

E-mail: abdalkarim.almadhoun@gmail.com

Phone: 0599474155

WORK EXPERIENCE

Qoyod

Feb 2019 — present

Senior Customer Support

Main Tasks include :

1. Respond to incoming calls, conversations, emails and other messages from customers and give them the right answers and directions.
2. Give accurate direction and support to team members to facilitate successful completion of organization's targets and performance goals.
3. Carefully identify problems that might arise from operations team members.
4. Use expertise to build strong healthy relationships with clients, convince them of all benefits of doing business with the organization and create an open and accessible communication rout for free flow of information.
5. Calling unhappy customers to get their feedback and assist them in any obstacles they may be facing.
6. Builds and maintains business relationships with clients by providing prompt and accurate service so as to promote customer loyalty.
7. Assists the customer support specialists with difficult cases.
8. Handle complicated and unresolved issues from customer support specialists.
9. Ensures delivery of excellent customer support through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries.
10. Carry out any other duties requested by management.

Jawwal

Aug 2018 — Jan 2019

Telemarketing officer

Main Tasks include :

- 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

**Palestine Telecommunications
(Paltel) Company**

Jan 2015 — Nov 2016

Sales officer

Main Tasks include :

- 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

UNRWA

July 2015 — Jan 2016

Procurement Assistant

Main tasks include :

- Reviews acquisition request packages.
- Works with the Contracting Officer and Center Requestor to ensure delivery of supplies.
- Preforms data entry in work tracking system.
- Performs post-award administration activities.
- Distributes award documents; and Preforms 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.

**Palestine Telecommunications
(Paltel) Company**

Dec 2015 — April 2016

Dealers (retail centers) Coordinator

Maintasksinclude:

- 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

QUALIFICATIONS	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
	Master degree of Business Administration, MBA, GPA 86.5% Faculty of economic & administration science
EDUCATION	Institutional Testing Program
	"TOFEL" score 603
	Amideast
	The principles of human resources management
	Edraak
	sales course (140 hours)
	Palestine Education For Employment "EFE"
	Personal development skills
	Pal academy center.
	The Art of negotiation and persuasion
SKILLS	UTOPIA
	Professional Art of Marketing
	UTOPIA
	Self-driving license
	UTOPIA
	- 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.

REFERENCES

Professional References

Fawzi El-Madhoun

Procurement officer

UNRWA

0599609506

Mazen Srour

Head of Human Resource

Palestine Telecommunications (Paltel) Company

0592220833

AbdullahAlDayel

Ceo & founder of Qoyod

+966548332088

adayel@autocloud.com.sa