



Mohammed S.
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Customer
Service Officer

About Me

Serve and answer all questions from customers to completion, either by telephone, email and chat.

Contact

- +972 59-780-3957
- m.2878185mn@gmail.com
- Al-Jala'a Street., Gaza-Palestine

Education

(2019-2021)

GAZA UNIVERSITY

Diploma in Software Engineering and Databases

Experiences

(2020 - 2021)

TAHSEEL COMPANY

Customer Service Officer(Money collector over the phone)

- Delivery of bills to customers and receiving them from them
- Collecting and following up on the sums from customers
- Visiting government departments according to work requirements
- Cooperation with the department regarding employees opening bank accounts, and other human resources requirements
- Support in communication with the company's suppliers

(2021 - Now)

NETSTREAM INTERNET

Customer Service Officer

- Communicating and solving technical problems for Internet service users via telephone or field visits.
- Programming routers and addressing technical faults in telephone and computer networks for subscribers.
- Dealing with customer complaints and working to resolve them.
- Enter customer information and data.

Skills

- Experience in a high-paced environment.
- Proficient/clear communication skills.
- Competent data entry skills.
- Proficient with computers and the ability to quickly learn new systems.
- Reliability, Adaptability, and Punctuality.
- Good communication skills.