



**Mohammed**  
Wael Abu Dalfa

**DATE OF BIRTH:**  
04/12/1993

## CONTACT

Nationality: Palestinian  
(Autonomous Palestinian  
Territories)

Gender: Male



Gaza City  
Autonomous Palestinian  
Territories



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## WORK EXPERIENCE

**02/2019 - Contract ends in Jan. 2021 - Gaza, Autonomous Palestinian Territories**

### Retention Specialist

Jawwal Company

Jawwal is a Palestinian cellular communications company and is the first Palestinian communications company specialized in cellular and wireless communications in the West Bank and Gaza Strip and is one of Paltel Group. At Jawwal, I work as a retention specialist and a customer care officer. I usually have surveys completed with customers by phone. I report complaints of customers and help them know about recent offers that may suit their needs.

### Accountant

Income and Sales Tax Department

Gaza, Autonomous Palestinian Territories

### Accountant

Store

Once my two-year contract at Paltel ended, I worked in a store as an accountant. I used to deal with customers and keep records of income.

**10/2016 - 08/2018 - Gaza, Autonomous Palestinian Territories**

### Retention Specialist

Paltel

For two years, I have served the most leading telecommunication company in Palestine. My work was mainly about helping and solving subscribers technical problems. I also be in touch with them to report their complaints to be solved for them in a timely manner. I worked to help subscribers have the change they wish to see and enjoy the best services the company provides.

## EDUCATION AND TRAINING

Al-Zahra City, Gaza Strip, Autonomous Palestinian Territories

### Business and Financial Management - Accounting [English Department]

University of Palestine

#### Field(s) of study

- Accounting

Very Good

### Ashaamil - Comprehensive Applied Examination

Ministry of Education and Higher Education

Very Good

Gaza

### Effective Communication

Eadad for Development, Training and Consultancy (ED)

In this training I enjoyed learning soft skills on how to do negotiations, debate persuasion, communication skills and how to attract customers, help and provide them with the best services. This training was sponsored by Jawwal Company and it added a great value to my knowledge that enhanced my work experience as a retention specialist at the company.

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Arabic

**English**

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## DIGITAL SKILLS

Freelancing/ / Microsoft Word / Power Point / Microsoft Excel / Microsoft Office