

PERSONAL INFORMATION

Mohammed T. Qassem



 Khan Younes, Gaza Strip, Palestine

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Nationality: Palestinian

WORK EXPERIENCE

23 Sep. 2018 - Present

Customer Care Agent

Jawwal Company Business or sector **Private**

Tal Al Hawa - Gaza

Sectors of work

- Open and maintain customer accounts by recording account information
- Resolve service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Work to reduce the disconnection rate to prevent reducing of company's revenue
- Recommend potential services to management by collecting customer information and analysing customer needs.
- Identify and assess customers' needs to achieve satisfaction
- Use telephones and field visits to increase company's revenue through sales
- Follow up the process of payment and create appropriate payment mechanisms for each customer.

5 Oct. 2016 – 5 Sep. 2018

Sales Admin Officer - Exhibitions Department

Jawwal Company Business or sector **Private**

Tal Al Hawa - Gaza

Sectors of work

- Direct communication with customers
- Increasing of the company's revenues using kinds of sales methods
- Increasing of customer's satisfaction with provided services
- Solving of technical problems which face the customers

EDUCATION

1 Sep 2011 – 5 Jan. 2016

Bachelor Degree in Arabic Language – Faculty of Arts

Islamic University, Gaza (Palestine)

<http://www.iugaza.edu.ps>

TRAINING

22 Nov. 2015 – 31 Dec. 2015	International Diploma in Project Management IFC & Career International, Gaza (Autonomous Palestinian Territories)
26 April 2015 – 27 May 2015	Photography Skills Course (40 Hours) Al Fakhoora Scholarships Program
2 Feb. 2015 – 24 Feb. 2015	Prezi Skills Course (18 Hours) Al Fakhoora Scholarships Program
20 Sep. 2014 – 29 Sep. 2014	Debate Skills Debate Center - University of Palestine
1 Jan. 2013 – 30 Nov. 2013	Advocacy Skills (30 Hours) Creative thinking in decision making (15 Hours) English Language Skills (40 Hours) Continuing Education Center – UCAS

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)	UNDERSTANDING		SPEAKING	WRITING
	Listening	Reading		
English	V. Good	V. Good	Good	V.Good

Communication skills

- Excellent verbal and written communication skills both in an office environment and with external stakeholders.
- Experienced at giving presentations to different audiences.
- Strong relations with other customers through the coordination mechanisms

Organisational / managerial skills

- Leadership
- Keep track of meetings, appointments, tasks and deadlines.
- Continuous track of tasks activities.
- Prioritizing of tasks.

ADDITIONAL INFORMATION

Volunteer activities

- Participation in Supporting team for students at Al Fakhoora Scholarships Program
- Organizing and participation in restoration of SOS buildings
- Organizing and participation in supporting for children with cancer at Al Rantesi Hospital
- Participation in Social media team to cover the activities of graduation ceremony of students at Al Fakhoora Scholarships Program
- Participation in implementing Entertaining day for orphans at Al Amal City
- Admin Assistant at Beirzeit Center
- Participation in More than World program implemented by UNDP
- Participation in Virtual Majles for communication with students at University of Pennsylvania
- Participation in TDEX project

Membership

Founder Member - Al Fakhoora Association for Sustainable Development

Member of Board of Director - Al Fakhoora Association for Sustainable Development

I certify that all information stated in this document is true and complete to the best of my knowledge

Any personal information available upon request