

MOHAMED ALJAILI MOHAMED

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PERSONAL INFORMATION

- Date of birth: 09/30/1996
- Nationality: sudanese
- Marital status: single

SUMMARY

Motivated and eager to improve and streamline service procedures to maximise team efficiency and customer satisfaction. Specialised in quality, speed and performance improvements.

EDUCATION

ICDL	2019
Computer Academy, wad madani	
DIPLOMA : COMMUNICATIONS ENGINEERING	2018
University of Gezira , wad madani	

EXPERIENCE

OUR GRANDFATHERS FOOD RESTAURANT

Bruaydah, AL-Qassim Region

Cashier 09/2020 to 09/2021

- Helping customers with specific item requests by answering questions and offering knowledgeable product advice.
- Maintained high productivity by efficiently processing cash, credit and debit payments.
- Handled high-volume credit and cash transactions using Point Of Sale (POS) systems efficiently.
- Assessed customer needs through clear communication, anticipating and responding appropriately to queries.
- Maximised customer satisfaction by assisting with purchase selections, locating items and promoting rewards programs.
- Coordinated assistance for customer's special requests and service needs.

RONZA

Bruaydah, AL-Qassim Region

Supervisor 04/2019 to 08/2020

- Tracked employee productivity, performance and task completion to meet quality standards.
- Aligned day-to-day activities with targets set by upper management.
- Displayed proactive problem-solving and query-resolution skills to provide superior customer service.
- Met monthly objectives by providing personalised, friendly and knowledgeable customer assistance.
- Directed loading and unloading of shipments to manage smooth workflow.
- Trained staff in till management practices including reviewing and reconciling daily transactions.

KAFI ALONAH

Al-Hofuf, Eastern Region

Supervisor 09/2020 to 09/2023

- Oversaw daily operations, ensuring compliance with health and safety regulations.
- Led staff training sessions on customer service excellence, enhancing team skills and knowledge.
- Assisted in the recruitment and training of new staff members, building a strong, efficient team.
- Drafted and submitted reports to inform management regarding performance of employees.
- Strategically delegated tasks throughout multidisciplinary team to yield maximum productivity.
- Identified high-ranking performance to promote and reward employees.

SKILLS

- Training and Development
- Business development
- Excel expertise
- Customer Service
- Team supervision
- Issue resolution
- Data collection and analysis