

AHMED ALWAWI

CALL CENTER AND CUSTOMER SERVICE REPRESENTATIVE

Doha, Qatar | wawi60093160@gmail.com | 50444080

SUMMARY

Motivated and customer-focused professional with a diverse background in customer service, sales, and problem-solving. Adept at handling customer inquiries, providing solutions, and ensuring a seamless customer experience. Looking to leverage my skills and experience to contribute as a Customer Service Representative.

KEY SKILLS

- Customer Service: Strong verbal and written communication, active listening, and conflict resolution.
- Problem-Solving: Adept at troubleshooting and resolving customer issues in a timely manner.
- Multitasking: Ability to handle multiple inquiries while maintaining attention to detail.
- Team Collaboration: Works well within a team environment, supporting colleagues and maintaining a positive work atmosphere.
- Sales Support: Ability to assist in upselling and cross-selling company products and services.
- Tech-Savvy: Proficient in CRM software, Microsoft Office Suite, and communication tools.

PROFESSIONAL EXPERIENCE

Scaled Hands Services – Customer Service Representative

March 2024 – Present | Doha, Qatar

- Provide exceptional customer service support through various channels, including phone, email, and chat.
- Address customer concerns, complaints, and inquiries regarding products and services, offering timely solutions.
- Educate customers on new products, services, and features to enhance their user experience.
- Achieve and exceed customer satisfaction and performance metrics consistently.
- Collaborate with team members to streamline processes and improve service delivery.

Uturin Drift – Customer Service Representative

March 2023 – March 2024 | Doha, Qatar

- Assisted customers with issues related to the gaming platform, including technical issues and account inquiries.
- Troubleshoot and provided solutions for issues related to game performance, account management, and purchases.
- Provided personalized recommendations to customers based on gameplay preferences, enhancing user satisfaction and retention.
- Contributed to resolving customer complaints, achieving high ratings in customer satisfaction surveys.
- Developed expertise in managing high volumes of inquiries while maintaining high service standards.

Dental School Internship – Dental Assistant

2018 – 2023 | Doha, Qatar

- Supported dental professionals in providing care to patients, ensuring an efficient and comfortable experience.
- Assisted with patient intake, taking medical histories, and preparing patients for treatments.
- Demonstrated strong attention to detail in maintaining patient records and managing appointments.
- Developed interpersonal communication skills by interacting with patients and staff, often in stressful or sensitive environments.
- Adapted to diverse customer needs while maintaining professionalism in all interactions.

EDUCATION

Bachelor of Science in Dental Hygiene

Bachelor of Science in Dental Hygiene ,University of Doha For Science And Technology, Doha Qatar

- Graduated: 2023

ADDITIONAL INFORMATION

- **Languages:** English, Arabic.
- **Certifications:** Certificate in Life Skills and Citizenship Education.

ADDITIONAL INFORMATION

References

- Dr. Lina AbouTouk, Instructor in the school of Health Sciences (SHS)4495-2831
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- Miss Kristen Griffiths, Instructor in the school of Health Sciences (SHS)4495- 2731
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