

Mahmood Merza

Resume

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Sitra, Bahrain

I am a motivated Man, I enjoy working with others and being as a part of a team, as well as being able to take ownership and responsibility of the problems i face, and solve them as best as i can. I am driven by success, enjoy learning new thing and gaining new skills, and always looking for my next challenge and my next step to proceed with. I can work under stress and in all fields, and also work in individual tasks.

WORK EXPERIENCE

Customer Care Representative stc BH & Menatelecom | Silah Gulf

12/2019 - 10/2020

Bahrain

CCR - Inbound and Outbound Agent

Achievements/Tasks

- Using CRM to Help with Customers inquiries.
- Outbound Tasks (Survey, follow up, feedback).
- Inbound escalations.
- Complaints resolving.

Security Guard Secure Services Limited

04/2019 - 12/2019

Bahrain

Cash In Transit Division

Achievements/Tasks

- Transfer cash from Customer (Shops).
- Cash Counting.
- Bank Deposits.
- Transferring cash from Central Bank of Bahrain to vault or Banks.
- ATM's Cash refill.
- Replenish and maintenance ATM's.

EDUCATION

Diploma in Human Resource Management International Qualifications Network

12/2020

Final score: 86%

Courses

- Human Resource Management Diploma
- Note: waiting for Certificate arrival.

High school Certificate altawoon secondary high school

09/2013 - 06/2016

GPA 85%

Courses

- Science Biology and Chemistry

SKILLS

Leadership

Team Work

CRM Quick Learner

Multitasking

Effective Communication

Flexible

Work Under Pressure

Microsoft Office programs

CERTIFICATES

IELTS - English Certificate (04/2019 - 05/2019)

Overall Band: 7.0

Guards Training School (06/2019 - 07/2019)

A course Held by the Ministry of Interior

LANGUAGES

English

Professional Working
Proficiency

Arabic

Native or Bilingual Proficiency

HOBBIES

Photography

Videography

Music

Traveling