

# Mohamad Sheikh

Telesales executive

**Address** Mar Elias  
Beirut  
Lebanon

**Phone** +961-70040128

**E-mail** mohamad\_sheikh@hotmail.com

**Date of birth** 1996-01-01

**language**

Fluent in spoken and written in English and Arabic.

**car availability** yes

**Phone** +973-32354000

**LinkedIn**  
<https://www.linkedin.com/in/mohamad-sheikh-aa552b185/>



- Multi tasking Telesales executive at Smartsource Outsourcing company with experience of 2 years handling 1 project in UAE (Aqeed) as an Insurance Advisor.
- Managing customers complaints and calls quality and audits.
- Motor and home Insurance adviser expert.

objective: To obtain an intern position and provide support to teams in various projects and daily activities.

## EXPERIENCE

- ◆

2018 -  
2019-06

**Telesales Executive**

*Smartsource/Aqeed*

**Responsibilities:**

  - Handling KPI reports.
  - auditing calls for quality grading.
  - maintaining a high level of customers experience.
  - Insurance Adviser Expert for Aqeed in UAE.
  - Handling Inboud and Outbound calls.
  - Answering all customers inquires.
  - Convincing customers with our products.
  - Resolving customer complaints.
  - Assisting with placement of orders, refunds, or exchanges.
  - Selling Motor and Home insurance to UAE customers directly from Lebanon.
- ◆

2014 -  
2018

**Activities**

  - 2017-2018 Senior project: Came up with an idea of a business startup with my colleagues and represented it in front of the jury members on a PowerPoint presentation.
  - 2015-2016 Basketball coach at hoops club.
  - 2014-2015 Coordinator at the model united nation MUN.
  - 2014-2015 Leader in Injaz group.
  - 2014-2015 Responsible for the fund raising in Injaz Lebanon.

## EDUCATION

- ◆

2015-10 -  
2019-01

**American University of Science and Technology (AUST)**

  - AUST Achrafieh Campus Business- Management- BS.

2014-09 - 2015-06

Rawdah High School

• Economics and sociology- Lebanese Baccalaureates.

SKILLS

- Communication and Interpersonal Skills

excellent
- Time Management

excellent
- Ability to work under pressure.

advanced
- Creativity in solving problems

advanced
- High commitment in team work

excellent

CERTIFICATES

- 2015-12

Applied for the English Exam from University of Michigan.

REFERENCES

- Smartsource consulting

References available upon request.

INTERESTS

- Basic computer knowledge, Using office equipment and technology tools , Socializing, Basketball, Swimming, and Gym.