



# Osaid Fathi Mistarihi.

## CUSTOMER SERVICE SENIOR TEAM LEADER

### CONTACT

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Phone: 0097(3) 38241110

Address: Bahrain, Budaiya

Nationality: Jordanian

Date of birth: 4, May, 1989

Gender: Male

### SKILLS

Problem Solving Adaptability

Collaboration

Strong Work Ethic

Time Management

Critical Thinking

Handling Pressure

Leadership

### EDUCATION

**BSc. Software Engineering**

Al-Hussein Bin Talal University 2008 - 2013

### Programming Skills

- HTML
- CSS3
- ASP.net
- C#
- MySQL

### Driving License

**VALIDED BAHRAINI DRIVING LICENSE**

An enthusiastic professional individual who is seeking a new challenging after many years of being in customer care world. I am a hardworking individual who strives to achieve the best in all areas, and I am always eager to learn new skills and advance my career.

I am keen to build upon my knowledge and continue to learn within this sector. As a self-motivated individual, I am keen to follow my dream within your organization.

### EXPERIENCE

May 2019 – Sep 2020 <b>Senior team leader</b> Carriage Logistic Company	Lead customer service agents, customer satisfying care, partners support, prepare all work reports, agent's trainer, evaluate the agent's performance, arrange the vacations	Carriage Logistic General Trading Co.
April 2015 - August 2019 <b>Call taker and emergency dispatcher</b> PSD (Public security Directorate)	Receive emergency calls on 911 and Dispatch it for the respondent	Public Security function – Amman – Jordan
October 2014 - April 2015 <b>Customer care representative</b> Extensya Co.	Aramex KSA Customer Service Represented Inbound and outbound calls	3rd Party Private Company Commencing Amman – Jordan
September 2012 to October 2014 <b>Computer Science Teacher</b> Obadda Bin Al Samet Private School	Teaching Students, Trainer of Computer Skills and Activity manager	Educational Organization Amman – Jordan

### TRAINING

2009 English conversation course Queen Rania center

2010 Personal and Leading Skills Injaz (Maharat) company

2011 CCNA Kwader TC Ma'an

2012 Leadership course All of us Jordan youth organization (King Hussein university Brand)

2015 New policemen qualifying police rehabilitation

Prince Hussein school for the rehabilitation of police recruits

2015 Skills and self-defense course King Abdullah II Bin Al - Hussein Training City

2016 System of Receiving and managing of common emergency Reports

2016 First Aid Command and Control Center PSD

2016 introductory course for employees operating rooms, how to manage operations for police and patrols, Command and Control Centre PSD

2018 English language course King Abdullah II Bin Al - Hussein Training City