



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

VALIED BAHRAINII 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

Senior team leader

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

Call taker and emergency dispatcher

PSD (Public security Directorate)

Receive emergency calls on 911 and Dispatch it for the respondent

Public Security function – Amman – Jordan

October 2014 - April 2015

Customer care representative

Extensya Co.

Aramex KSA Customer Service Represented

Inbound and outbound calls

3rd Party Private Company Commencing

Amman – Jordan

September 2012 to October 2014

Computer Science Teacher

Obadda Bin Al Samet Private School

Teaching Students, Trainer of Computer Skills and Activity manager

Educational Organization Amman – Jordan

TRAINNING

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