



# HUSSAIN MAHMOOD

CUSTOMER CARE REPRESENTATIVE

## PROFILE

A hardworking, Analytical, Dedicated person that has ability to work in different environments.

## EXPERIENCE

- 2019 - 2019** **Muharrag Municipality**  
Administration (Internship)  
Data entry - Creating and sending reports
- 2020 - 2020** **Gulfcx**  
Call Center (Internship)  
Handling customer's inquiries, complains and requests
- 2020 - 2020** **Khadamaty**  
Sales (volunteer)  
Selling services and meeting the customer's needs
- 2020 - 2022** **The Grove Resort**  
Reservation supervisor  
Ensure maximization of room sales and revenue,  
Monitor Phone calls and emails.
- 2022 - Present** **Saico Healthcare**  
Customer Care Agent  
Data Entry, Handle the Patient phone calls and solve their issues.

## EDUCATION

- 2015 - 2020** **BS in Business Management and Minor in Marketing**  
University of Bahrain, Sakheer  
Description of the education/course.

## SKILLS

### Communication skills

- Persuasion ●●●●●
- Negotiation ●●●●●
- Active Listening ●●●●●
- Empathy ●●●●●

### Working Skills

- Multi-tasking ●●●●●
- Team working ●●●●●
- Leadership ●●●●●
- Computer skills ●●●●●

## CONTACT

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