

# OSAID FATHI MISTARIHI

## CUSTOMER SERVICE TEAM LEADER

Budaiya, Bahrain | +973 38241110 | Osaid\_fathi@yahoo.com | Nationality: Jordanian | Date of Birth: May 4, 1989

I am a results-driven professional with over 10 years of experience in customer service, logistics operations, and emergency management. Proven track record of enhancing operational efficiency, achieving high levels of customer satisfaction, and leading teams to success. I am known for strong analytical skills, adaptability, and a hands-on approach to leadership. I am eager to leverage my experience and expertise in a challenging role within your organization.

### EXPERIENCE

**October 2021 – September 2023**

**Senior Team Leader | Carriage Logistic Company | Bahrain**

- Increased adherence to Service Level Agreements (SLA) by over 10% through effective monitoring and operational strategies.
- Improved Quality Assurance (QA) scores by 5%, ensuring high standards across customer service operations.
- Developed training initiatives and provided coaching, resulting in over 80% of team members reaching high task completion rates.
- Strengthened client and customer relations, leading to enhanced service delivery and customer satisfaction.

**May 2019 – September 2020**

**Team Leader | Carriage Logistic Company | Bahrain**

- Supervised daily customer care operations, ensuring smooth workflows and efficient task allocation.
- Conducted performance reviews and implemented corrective actions to maintain SLA compliance.
- Supported cross-functional coordination between operations and logistics teams.
- Assisted in developing reports for management on performance metrics and service trends.

**April 2015 – September 2018**

**Emergency Call Receiver, Dispatcher, and Camera Monitor | Public Security Directorate (PSD) | Jordan**

- Managed emergency operations in the Main Joint Operations Room.
- Received and dispatched calls, ensuring quick response and accurate coordination with field teams.
- Monitored cameras and provided real-time updates to decision-makers.
- Coordinated between multiple departments to maintain public safety and service efficiency.

**October 2014 – April 2015**

**Customer Care Representative | Extensya Co. (Aramex KSA Customer Service) | Jordan**

- Handled inbound and outbound calls, resolving customer inquiries and complaints efficiently.
- Maintained high customer satisfaction by ensuring professional and timely responses.
- Processed service requests and tracked shipments to support logistics operations.
- Consistently achieved performance targets in response time and issue resolution.

**September 2012 – October 2014**

**Computer Science Teacher | Obadda Bin Al Samet Private School | Jordan**

- I taught computer science to middle and high school students, designing lesson plans and practical exercises to enhance engagement and learning outcomes.
- Conducted exams, tracked student progress, and provided extra support to help struggling students improve their results

## EDUCATION

October 2012

Bachelor of Software Engineering, Al-Hussein Bin Talal University, Jordan

## KEY SKILLS

- Logistics and Operations Management
- Customer Service Excellence
- Team Leadership and Coaching
- Customer-Centric Approach
- Programming Skills: C#, ASP.NET, HTML, MySQL
- Languages: Fluent in Arabic and English
- Emergency Response Coordination
- Quality Assurance and Performance Monitoring
- Time Management and Problem-Solving
- Emotional Resilience and Stress Management
- Mentoring and Training Abilities
- Bahraini Driving License (Valid)

## CERTIFICATIONS AND TRAINING

- Google Project Management: Professional Certificate, Google Career Certificates, 2025
  - Foundations of Project Management.
  - Project Initiation: Starting a Successful Project.
  - Project Planning: Putting It All Together.
  - Project Execution: Running the Project.
  - Agile Project Management.
  - Capstone: Applying Project Management in the Real World.
  - Accelerate Your Job Search with AI.
- Element of AI for Business, MennaLearn and University of Helsinki, 2025
- Advanced English Language Training, King Abdullah II Training City, 2018
- Operations Management in Emergency Response, PSD, 2016
- First Aid and Emergency Management, Command and Control Centre, PSD, 2016
- Self-Defense and Security Skills, King Abdullah II Training City, 2015
- New Policemen Qualification, Prince Hussein Police Training School, 2015
- Leadership Development, All of Us Jordan Youth Organization, 2012
- CCNA Certification, Kwader Training Centre, 2011
- English Conversation Course, Queen Rania Centre, 2009

