

Mustafa Fahmi A.Saheb











Manama, Kingdom of Bahrain





# Personal Profile

I am twenty-four years old, fluent speaker in both Arabic and English languages. I am currently studying to get my Bachelor’s Degree in (Business informatics) from AMA University. I am an active team leader with particular skills in Customer Servicing and Production Skills.

# Personal Details

* CPR NO: 950808652
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* Date of Birth: 27 August 1995
* Marital Status: Married
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* Nationality: Bahraini

# Education & Certificates

* **2015-2020(expected)**: Bachelor of Science in Business Informatics - AMAIUB

* **2010-2013:** Secondary School (Commercial Section) - Ahmed Al-OmranSecondary School.

**Work Experience:**

**December 2014 to May 2015:** Sales Assistant – BHS (Jawad Fashion Division)

**Main responsibilities:**

1. Assisting the customer so he can choose the best choices that suits him/her
2. Working as a cashier
3. Arranging the merchandise in the right section

**November 2017 till Jul 2018:** Accessories Promoter – Channels (Retail)

**Main responsibilities;**

1. Opening / closing the day and responsible for any cash that’s related to accessories sales
2. Arranging every section with the right stock as example: covers, cables, speakers etc.…
3. Helping the staff with the right techniques so they can sell accessories with each smart device
4. Daily stock count
5. Ordering the quantities
6. Promote and sell the best choices of accessories for the customers devices
7. Dealing with customers complains in case of any issues regarding any accessory

**July 2018 up to October 2019:** Retail Advisor – Channels (Retail)

**Main responsibilities;**

1. Promote and sell all VIVA products.
2. Conduct daily sales to meet the monthly individual and shop sales targets and to act as professional position to answer customer’s enquiries about VIVA’s product & services.
3. Handle sales activates in terms of identifying opportunities or answering customer’s sale inquiry in a prompt manner and act as a consultant by negotiating and closing the deal.
4. Ensure customers’ maximum satisfaction through optimum quality services, provided in the convenient time from the customer standpoint and in accordance with Sale-co.’s policies and procedures to the very best quality standers. 16. Build a good knowledge of the market environment and competition in order to retain and gain new customers.
5. 17. Educate customers for mobile setting and use of MMS, WAP, Dongle, & VIVA VAS services.
6. Process customers’ service orders related to, Mobile postpaid Mobile prepaid, and Broadband etc., and ensure that all customers’ request have been provided in a timely and accurate manner as per agreed KPI.
7. Monitor and deal with all rejected trouble tickets & failed or pending orders, in order to reduce customer waiting time and improve quality of service.
8. Handle all customers enquiries/dispute regarding billing adjustment such as credit, deposit refund, transfer amount, ROS/TOS.
9. Follow-up and resolve customer complaints and direct customers’ feedback to retail shop manager.
10. Run daily reports to reconciling daily individual collection (Product sales, Cash bill payment, Credit card and cheques) with POS report and ensure it’s handed over accurately to the shop manager.
11. Provide various bill payment solutions that encourage customers to make direct and full payment and retaining/maintaining them as VIVA customers.
12. Liaise with other sections to ensure that customers’ request and orders are processed in a timely and efficient manner to meet customers’ maximum satisfaction.

**January 2020 to date:** Guest Relations Agent – The Grove Hotel and Conference Center

 1.Review arrival lists to welcome guests

2.Attend to special guests (e.g. VIPs) and answer their inquiries

3.Help prepare welcome folders with collateral (e.g. room service menus, area descriptions)

 4.Provide information about amenities, area and venues and promote services

5.Anticipate guest needs and build rapport with customers

6.Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages)

7.Address customer complaints and escalate to Guest Relations Manager when needed

8.Record information in the logbook daily

9.Ensure compliance with health and quality standards

10.Manage all night staff accordingly

11. Deal with guest complaints in a friendly and efficient manner ensuring guest

satisfaction at all times

# Language Proficiency

* **Arabic** - (Speaking–Reading - Writing)
* **English** - (Speaking–Reading - Writing )

# Computer Skills

* MS Office (Word, PowerPoint, Excel, etc.)
* Internet (Browsing, Emailing, Researching, etc.)
* Windows XP – Vista – Seven – 8- 10

# Skills and Qualities

* Motivated self-starter with a strong desire to learn.
* Flexible, reliable and a dependable hard-worker.
* Excellent in Customer Servicing, Telephone & Communication skills.
* Enthusiastic, Creative.
* Well-organized, Good Planner.

**Hobbies:**

* Using computer.
* Reading.
* Walking.
* Follow the latest technology news