

Curriculum Vitae



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OBJECTIVE

To be a part of a challenging team which strives for the better growth of the organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company.

Skills

- Team leading and members Organizing.
- Projects leading and organizing.
- Excellent customer Service skills.
- Public personality with a good communication skill.
- Good public speaking, presentation, and writing skills.
- Working and coping under pressure.
- Good knowledge MS office and Windows.

EXPERIENCE

CUSTOMER RELATIONSHIP MANAGEMENT ASSISTANT • EUROMOTORS • APRIL 2017 – TO PRESENT

I'm working in euro motors with a professional team and out main goals is to confirm the customer satisfaction and to confirm the high standard of quality. I have got the employee of the month certificate more than a time for achieving the highest performance in the organization.

Main tasks:

- Supporting the CRM Manager in the development of the Jaguar and Land Rover CRM strategy to achieve objectives.
- Ensuring high levels of customer engagement across all platforms; email, SMS, push notifications.
- Database analysis, cleansing, updating and reporting.
- Ensuring the customer satisfaction.
- Providing consistent reportage to the brands' marketing manager and service manager.
- Monitoring the call center team.
- Handling customer complaints, feedback or compliments.
- Confirming the quality of the sales, service and the body shop departments by doing the follow up calls and surveys.
- Daily activities on Kerridge System.

CUSTOMER RELATIONSHIP EXECUTIVE • BATELCO • JUNE 2015 TO APRIL 2017

I worked in Batelco with a professional team in the CRM department (prepaid complaint department).

Our main tasks were solving the prepaid complaints and achieving the targets in term of quantity and quality.

I had got the employee of the month as a Customer Relationship Executive more than 5 times for achieving the highest performance.

EDUCATION

- **DIPLOMA IN HUMAN RECOURCES MANAGEMENT LEVEL 3 • 2017 • CIPD**
- **DIPLOMA IN HUMAN RECOURCES MANAGEMENT • 2016 • (IQN) INTERNATIONAL QUALIFICATION NETWORK**
- **CERTIFICATE IN HUMAN RECOURSE MANAGEMENT • 2015 • ALGAHAD TRAINING INSTITUTE**
- **TRAINING COURSE FOR A HUMAN RECOURSE SPECIALIST • 2015 • BRITISH AMERICAN ACADEMY FOR MANAGEMENT DEVELOPMENT**
- **HIGHER NATIONAL DIPLOMA IN AERONAUTICAL ENGINEERING • 2014 • EDEXEL**
- **CERTIFICATE IN COMMERCIAL STUDIES • 2009 • ISA TOWN SECONDARY SCHOOL**

HOBBIES AND ACTIVITES

- Participating in some local Societies and activities.
- Computer
- Photography
- Football