



MAHMOOD MUSTAFA MOHAMED

OBJECTIVE

To gain employment with a company or institution that offers me a stable and positive atmosphere and inspires me to enhance and henceforward to innovate the work culture for the betterment of all parties concerned.

EXPERIENCE

ASSISTANT GENERAL MANAGER

2015-2017| Regional CSR Network Co.
Kingdom of Bahrain

- Overseeing daily business operations.
- Developing and implementing growth strategies.
- Evaluating staff performance and productivity.
- Researching and identifying growth opportunities for the company.
- Generating reports and giving presentations.
- working on improvements of promoting awareness of the United Nations goals of sustainable development and contributing to their application in societies.
- Build the first comprehensive news site that present the latest evolution in the application of sustainability around the world.
- Organize facilities and manage all event's details such as decor, catering, entertainment, transportation, location, invitee list, special guests, equipment, promotional material etc.
- Ensures all Administrative paperwork is completed and forward to appropriate departments in a timely manner.

ABOUT ME

- Good knowledge of different business functions.
- Strong leadership qualities.
- Excellent communication skills.
- Highly organized.
- Strong work ethic.
- Good interpersonal skills.
- Meticulous attention to detail.
- Computer literate.
- Proactive nature.
- Knowledge of Oracle suit and Proficient in MS Office.



EDUCATION

Bachelor of Accounting
Yarmouk University
Amman. Jordan

PERSONAL

Cell: (973) 39992642
Elegantman@hotmail.com
Nationality: Bahraini
Date of Birth: April,16,1989
Location: East Riffa,Bahrain

LANGUAGE

-  Arabic
-  English

EXPERIENCE

- Conduct market research, gather information and negotiate contracts prior to closing any deals.
- Organizing many conferences around the GCC countries, North Africa and other countries In several areas include:
Social Responsibility,Elderly Care, Orphan,People with disabilities,Voluntary teams,Companies and banks.
- Organizing and coordinating international and Arab conferences for many prestigious organizations include:
OCHA, RCO-Bahrain, SMC-Oman, TAG-Jordan, ALBA-Bahrain, API-Kuwait, and many conferences that erected under the auspices of VIPs and Heads of State.
- Assisting the Director-General to manage and organize the work.

CRM EXECUTIVE

2013-2015| Bahrain Telecommunication Company (Batelco)
Kingdom of Bahrain

- Assists representatives in handling disappointed customers.
- Determines a course of action to resolve customer problems.
- Interacts with customers using phone, fax, email, the company website and in person.
- Issues customer refunds.
- Trains newly hired customer service representatives.
- Listens to recordings of representatives interacting with customers and uses the recordings to enhance training or offer necessary correction.

CUSTOMER SERVICE REPRESENTATIVE

2011-2013| Bahrain Telecommunication Company (Batelco)
Kingdom of Bahrain

- Resolve service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.
- Maintain financial accounts by processing customer adjustments.
- Manage large amounts of incoming calls.
- Build sustainable relationships of trust through open and interactive communication.

Store Keeper

2010-2011| AL MANNAI FOR TRADING AND INVESTMENT
Kingdom of Bahrain

- Maintain receipts, records, and withdrawals of the stockroom.
- Receive, unload, and shelve supplies.
- Perform other stock-related duties, including returning, packing, pricing, and labeling supplies.