



Suliman AlAhmad (Customer Service Specialist)

📍 **Home** : Deira, Dubai, United Arab Emirates

✉ **Email:** Sulimanalahmad87@gmail.com ☎ **Phone:** (+971) 561687211

📞 **WhatsApp Messenger:** 0561687211

Date of birth: 08/10/1987 **Nationality:** Syrian

ABOUT ME

Customer Service Specialist with +9 years of experience delivering exceptional service across diverse fields. Proven track record of building and maintaining strong customer relationships through effective communication and problem-solving. Adept at handling a wide range of customer inquiries, concerns, and requests.

WORK EXPERIENCE

[10/01/2018 – 20/01/2024]

customer service specialist

Russian-Syrian Company for Investment (Mosskva)

City: Damascus | **Country:** Syria

- Respond promptly and professionally to customer inquiries, concerns, and requests through various channels such as phone, email, chat, or in person.
- Acquire and maintain a deep understanding of the company's products or services to provide accurate and helpful information to customers.
- Assist customers in placing orders, processing transactions, and providing order status updates.
- Resolve any issues related to order fulfillment or delivery.
- Identify and resolve customer issues, complaints, or disputes effectively and in a timely manner.
- Collaborate with other departments to address complex customer concerns.
- Manage customer accounts, including updating information, processing changes, and ensuring accurate billing.
- Assist with account-related inquiries and issues.

[15/01/2014 – 03/01/2018]

Customer service specialist

Movo company

City: Damascus | **Country:** Syria

- Greet customers and finds out the nature of their enquiry.
- Provide information to assist customers or refer them to appropriate contact, either in the company or elsewhere.
- Advocate customers rights and maintain their information top secret.
- Ensure that the information accurately delivered to the customer and their appointments as well.
- Track the payment issue and ensure all the payments or transactions are settled.
- handle a large volume of inbound and outbound calls.
- Responsible for administrative duties such as setting appointments, sending and receiving correspondence, and data entry.

EDUCATION AND TRAINING

[2008 – 2013]

Faculty Of Economic & Business Adminstration

Damascus University

City: Damascus | **Country:** Syria |

LANGUAGE SKILLS

Mother tongue(s): Arabic **Other language(s):** English

DIGITAL SKILLS

My Digital Skills

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

-Responsible -Time management -Self confidence -Organizer -Work under pressure -
Teamwork -Research and report writing -Risk management -Critical thinking -
Problem solving -Attention to detail and quality

VOLUNTEERING

Volunteer Syria

- Volunteer in charities to help distressed and poor families.
- Volunteer at the Syrian Arab Red Crescent Humanitarian assistance to the wounded and refugees.
- Volunteer in hygiene and cultural awareness campaigns