






ZIYAD ABU EAISHA

CONTACT ME

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EDUCATION

Architectural Military High School
High School Diploma, Egypt
May, 2019

SKILLS

- Customer Service
- Problem-solving abilities
- Active Listening
- Critical Thinking
- Data Entry
- Customer Relations
- Computer Proficiency
- Conflict Resolution
- Complaint Handling
- Client Relations
- Documentation
- Administrative Support
- Microsoft Office Suite

LANGUAGE

- Arabic (Mother tongue)
- English (Fluent)



ABOUT ME

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



EXPERIENCE

Al Foah - Operation Supervisor
Abu Dhabi, United Arab Emirates 2024

- Team management, Time keeper, Receiving and shipping
- Stock inventory management reporting to logistics

Al Foah-Customer Service Representative
Abu Dhabi, United Arab Emirates 2021-2023

- Responded to customer requests for products, services, and company information.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.
- Assisted customers in navigating company website and placing online orders, improving overall user experience.
- Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.

Iron Mountain
Dubai, United Arab Emirates 2022

- Road and transport authority - Dubai.
- Emirates news agency (WAM) - Abu Dhabi.
- General authority of endowments and Islamic.
- Affairs - Dubai.

Emirates red crescent - Data entry
Dubai, United Arab Emirates 2021

- Prepared documents for transactions.
- Indexing documents through server software.
- Target organize achievement.

Vodafone - Customer service
Cairo - Egypt 2019

- Took inbound calls, dealt with questions efficiently and effectively and input data into ICT systems.
- Gave customers the correct advice, and after understanding their needs, up-sold services and turned objections into sales opportunities
- Cold-called customers to up-sell services