

MOHAMED Ehab QRITAM

Service & Support Specialist

CONTACT

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Deira, Dubai, UAE

SKILLS


- Flexibility
- Working based on the business needs
- Multitasking
- Complex problem Solving
- Computer Skills
- Self-conscious and control
- Communication Skills
- Microsoft office Apps and database
- Word , Excel, PowerPoint, Oracle 8i and Access..etc
- Decision making
- Working under pressure
- Time management
- Power of observation & Strategic Analysis


EDUCATION

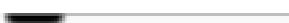
Bachelor's Degree
Faculty of Languages and Translation

2015 - 2019

LANGUAGES

English 

Arabic 

German 

PROFILE

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines. Performing the military Service was a character transformation for being a member of the special forces and national security.

- Team Work and orders follows are priorities.
- Fight strategies and self-defense
- Leadership rules and commitments.

WORK EXPERIENCE

Activation Manager

Vodafone UK limited "VOIS"

Jul 2023- Present

- I receive the customer's concern about the activation journey (Installation - Equipment Delivery - Service quality)
- Installation: Taking actions regarding the delayed installation, technical issues the engineer may face, or The interaction during the installation. In addition to the provisioning stage to activate the service.
- Delivery: playing the role of logistics manager and supply chain expert.
- Service quality: Starting the device configuration properly and dealing with the technical specialist regarding any issues.
- Additional role : supporting other departments taking actions on the account as a higher authority, and investigating the accounts regarding any complaints or faults.

Subject Matter Expert

Optimum (AlticeUSA)

Dec 2021- Jul2023

- Started as a representative in a Multitasking Team handles billing and technical queries, then got promoted twice ;
- Technical specialist in Technical 2nd line
- Subject Matter Expert who handles escalations, coaches the team members and keeps their performance on top.
- Arranging the Equipment delivery and tracking it. Dealing with the shipping teams or contractors

Translator (team Leader)

2017- Present

University Internship & Self Employed

- I've been the leader of the translation team, Sponsored by
- Sohaj university under the supervision of the professor of The Translation and communication.
- I've worked on many translation projects such as ;
- the colloquial Languages (US & UK English - Egyptian and formal Arabic) and it was my graduation project research.

Business Translation

Freelancer

- Worked as a personal translator and interpreter for business meetings, emails and Faxes.

- **Sales & Customer Support Representative "Remotely" Etisalat UAE (Apr 2021-Dec 2021)**
 - Sales representative inbound and outbound - Billing & technical Support
- **Outdoor sales and usher Doctorz Company (Jun 2018- Sep 2019)**
 - Specialized in perfumes, Medical Supplies, and Cosmetics.
- **Security and Service supervisor in Rental Hotel /North Coast (Jun 2017 - Jun 2018)**
- **Service and Reservation Receptionist : Nile Hotel (from June 2017 - to June 2019)**
- **Cafe and resteraunt Manager at Casablanca Cafe& Resteraunt: (Sep 2019- Apr 2021)**
- **Cafe and Resteraunt Captain in City Cafe : Jan 2016-Dec 2017**
- **Recruiter (Freelancer) (Aug2021-Present)**

Training

- Tourism Guidance Sponsored by the college.
- Translation and Interpretation Sponsored by the college.
- Hospitality and Hotel Service Sponsored by the college.

Courses and Additional Roles

- Customer Service with Google
- Technical Suppor with Google
- Digital Marketing with Google
- English voice over
- English Interpretation
- Arabic and English Acting
- English to Arabic Transmission
- English Instructor
- English Trainer Assistant
- English interviewer
- English Trainer in conversation Clubs