

MOHAMMED HAMED ALSHEHRI

Jeddah Saudi Arabia 23455
966544110567
lm7mmedsh@gmail.com

PROFILE

Experienced professional with over 10 years of experience in customer service, ATM operations, and technical support. Skilled in conflict resolution, team collaboration, and problem-solving. Proven ability to enhance customer satisfaction and operational efficiency. Known for reliability, leadership, and a proactive attitude in achieving organizational goals.

EXPERIENCE

CCC by STC - customer service representative

Jeddah, Saudi Arabia
03/2023 - 03/2025

- Listen and respond to customers' questions.
- Work with customers to resolve complaints and process orders.
- Provide information about an organization's products and services.
- Offered technical support, leading to enhanced user experience.
- Improved customer satisfaction by effectively handling complaints and inquiries.

Almajal G4s - Monitor and Control Supervisor

Jeddah, Saudi Arabia
02/2019 - 02/2021

- Supervise ATM failures
- Receiving calls from ATM feeding officials
- Receive and forward maintenance requests on the system
- Scheduling appointments

Almajal G4s - Balance and Match Supervisor

Jeddah, Saudi Arabia
06/2016 - 01/2019

- Supervise ATM operations
- Review of surplus and cash deficit
- Preparation of the daily report
- Solve problems in financial deficits

Almajal G4s - OTL Supervisor

Jeddah, Saudi Arabia
12/2012 - 06/2016

- Verify the implementation of services with the officials of the ATM
- Receiving calls from ATM feeding officials
- The identity of those responsible

LANGUAGES

Arabic
Native

English
Upper intermediate

EDUCATION

01/2010 - 01/2012
**ALKHALEEJ TRAINING AND
EDUCATION**

Jeddah, Mecca Region

Diploma: Network Technology

CERTIFICATIONS

- Hospitality Experience Program.
- Administrative Supervision.
- Conflict Management in the Work Environment.
- Data Protection & Privacy.
- Skills of dealing with subordinates.
- Preventing Bribery and Corruption.
- English Language 101-102. .
- Network Technician Licenses.
- Introduction to Fiber Optic Cables.
- stc Code Of Ethics For Subsidiaries.
- Cyber Security For Subsidiaries.
- Computer Hardware Basics.
- Networking Basics.
- Networking Essentials.
- Internet of Things and Promising Opportunities.
- Fiber Optic Technology and Internet Speeds.
- Internet of Things and Promising Opportunities.
- National Protection Officer - NPO
- Developing career opportunities
- Computer Essentials
- Excel Spreadsheets
- Word Processing
- Internet & Email Essentials
- International Computer Driving Licence-ICDL
- Quality Management
- Customer Relationship Management-CRM

SKILLS

- Microsoft Office.
- Problem solver
- Photoshop.
- Teamwork.
- Ability to work under pressure.
- Leadership.
- Creativity.
- Willingness to learn.
- Positive attitude.
- Data entry proficiency.
- Customer education and onboarding.
- Email administration.
- Patient attitude.
- Helpdesk operations.