



MOHAMMED YOUSIF AL AWADHI

EXPERIENCE

March 2023 - Present

Call Center Representative • Ministry of Human Resources and Emiratization.

Feb 2009 – Feb 2019

Soldier • Ministry of Defence.

EDUCATION

Ministry of Defence, Abu Dhabi

- Armoured Driver Guard Certificate - 2012

The Manchester College, Manchester, UK

- The European Computer Driving Licence – ECDL (Level 1 & Level 2) - 2011

Institute in Applied Technology, Dubai

- Industrial High school Degree – 2009

Ministry of Defence, Abu Dhabi

- Certificate of Military Education – 2007

COMMUNICATION

As a call centre representative, I have honed my communication skills through 6 months of experience at Ministry of Human Resources and Emiratization with customers and team members in both Arabic and English languages.

LEADERSHIP

In my current position, I have demonstrated strong leadership skills in managing a team of customer service staff, supervising office operation and ensuring achievement of daily target.

In addition, I have excelled in showing leadership skills in solving problems faced by clients with different human recourse related issues.

REFERENCES

Available upon request.



Sharjah – UAE



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OBJECTIVE

A father of three children with humble experience in customer service and human recourse aiming to support local community and business growth.