



DAWOOD MOUSA BARHAM

050-6389306

Dawoody007@hotmail.com

PROFILE SUMMARY:

Qualified professional with about **6 years of experience** where I handled wider responsibilities. Well organized and self motivated individual with the ability to work under pressure while adhering to deadlines. Have strong people management & interpersonal skills. Able to diplomatically interact with multicultural environment, flexible, detail- oriented individual who is looking for a challenging role in a team oriented environment.

PERSONAL INFORMATION	
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Name	Dawood Mousa Barham
Contact Number	+ 971 50 6389306
Email ID	Dawoody007@hotmail.com
Nationality	Jordanian
Date of Birth	Nov 6, 1986
Place of Birth	Sharjah , UAE
Languages	Arabic and English (Fluent)

PROFESSIONAL EXPERIENCE

Dubai Metro – Customer Service Team Leader (Operations Dept).

(June 2011 till Now)

Roles and Responsibilities:

serco

هيئة الطرق والمواصلات
ROADS & TRANSPORT AUTHORITY



- Promoting and improving customer service excellence;
- Designing and developing all Graphical requirements (Signage's, posters, Invitation cards, printing materials and other marketing requirements) and ensure branding standards.
- Conduct customer service satisfaction surveys and analyze the needs and expectations of customers.
- Cooperate with business partners and liaise with the client on a regular basis on matters relating to Customer Service;
- Handle customers' complaints as per Serco's contractual requirements;
- Handle customers' requirements and enquiries by telephone, fax and email;
- Collating, daily, weekly and monthly reports and others and / when requested
- Present weekly customer services reports to the Performance and Planning meeting
- Liaise with the Revenue department on matters relating to NOL complaints and resolutions
- Liaise with the RTA contact Centre
- Identify areas for improvement and implement recommendations
- Ensure the company strategies and quality systems are followed;
- Report and solve faults and problems according to company procedure;
- Perform and carry out other duties as instructed / directed by the Deputy Performance and Planning Manager and Performance & Planning Manager.

Dubai Metro – Customer Service Representative (Operations Dept).

(Aug 2009 May 2011)

Roles and Responsibilities:

- Handle customers' complaints;
- Handle customers' requirements and enquiries by telephone, fax and email
- Perform and carry out other duties as instructed / directed by the Public Relations Manager
E.g: Delegations and VIP visits.
- Designing and developing all Graphical requirements (Signage's, posters, Invitation cards, printing materials and other marketing requirements) and ensure branding standards.
- Collection of internal comments/Suggestions forms from metro stations on daily basis.
- Cooperate with business partners + Procurement.
- Handle Photography in events and ceremonies.



Nakheel– Customer Service Representative (Sales Office).

(May 2008 till April 2009)

Roles and Responsibilities:

- Attend telephone calls & answer customer's queries.
- Customer Service front desk during (VIP & public launches).
- Coordinate with sales team & customer service staff in day to day issues.
- Representing Nakheel in Cityscape exhibition and other events.
- Booking resale & Sales appointments
- Receive and process incoming and outgoing mails.
- Maintain record of existing & new customers for follow up and business promotions.
- Maintaining and updating a database which includes the staff's information.
- Maintain client relation and ensure customer satisfaction.



Etisalat - Customer Service Representative (The Contact Centre). (June 2005 till May 2008)



Roles and Responsibilities:

- Managing phone inquiries and complaints as per the standard procedures of Etisalat.
- Distribute promotional & service publications to customers.
- Inform Customers regarding the products and services.
- Achieving the required task in high-quality time with a professional attitude.
- The ability of working for long time and handling the work stress.
- Searching & adding new events to databases.

Languages

- Arabic: Native
- English: Fluent (Writing and Speaking)

ACADEMICS

1 2011: Completing my last year in Bachelor of Science in Information Technology

(Preston University) in Ajman.



2 2004: High School in NCS School in Dubai.

TRAINING & COURSES

- Certificate of **Customer Service Excellence** Program – rogenSI
- Course of Quality performance in how to deal with the customer professionally – ETISALAT
- Several training courses – SERCO-ME :
 1. Induction training for O&M staff
 2. Diversity, equality and cross cultural
 3. Managing customer service
 4. Revenue and Ticketing Vending Machines
- First Aid Course – Dubai Ambulance



SKILLS

- Excellent organisation and time management skills and ability to prioritise work .
- Self-motivated and keenness to learn and reflect on ones own skills and knowledge.
- Excellent communication skills, verbal and written and good interpersonal skills .
- Good team player and able to work as a team with senior management, peers and support staff.
- Ability to plan, research, collects accurate data, analyse and evaluate data.
- Excellent knowledge of Microsoft Office.