

MOHAMED SHUKRI CAREEM

Mobile : +971 52 213 2701

E mail : shukricareem25@gmail.com



Visit visa ending February 3rd

✓ OBJECTIVE

Searching for an excellent opportunity to work in a positive, fun environment where my experience and skills gain profit to the company.

Key Strength

1. Objective driven attitude
2. Hard Working.
3. Strong Communication & Persuasion Skills.
4. Independent & Creative thinker, but team player

✓ PERSONAL DETAILS

Date of Birth : - 25th October 2000
Gender : - Male
Civil Status : - Single
Nationality : - Sri Lankan

✓ CAREER SUMMARY

- **Call Center Executive** *2018 January To 2019 February*
- Milvik Lanka (BIMA) (Sri Lanka)

Key Responsibilities

- Managing large amounts of inbound and outbound calls in a timely manner
- Following call center “scripts” when handling different topics
- Identifying customers’ needs, clarify information, research every issue and providing solutions
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level

2019 February To 2021 November

Key Responsibilities

- Handle cash, credit, or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Redeem stamps and coupons
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change

✓ **PROFESSIONAL QUALIFICATIONS**

Followed a Diploma in Computer Studies & Done a Hardware Engineer Course in **Esoft** School of Computing (Sri Lanka).

✓ **EDUCATIONAL QUALIFICATIONS**

Successfully completed **General Certificate of Education (Ordinary Level)** Examination in 2016 (passed).

✓ **LANGUAGES KNOWS**

- English (Reading, Writing, Speaking)
- Sinhalese (Reading, Writing, Speaking)
- Tamil (Reading, Writing, Speaking)

✓ **OTHER INFORMATIONS**

Participated in School **Athletics, Cricket, Rugby, Football, Boxing, Media Society & Green Society.**

✓ **References could be available upon request.**