#### **Beder Giafer Mohamed**

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#### **Personal Profile**

With extensive experience in Management as a Team Manager and Team Leader, I have developed focused leadership and communication skills. Additionally, I have good administrative skills with the ability to utilise a range of IT packages and build a sharp customer service with the team. I am confident, flexible, adaptable and able to work effectively in a customer focused and target driven environment.

## **Key Skills**

**Communication:** Customer service, excellent telephone and communication skills.

Experience giving presentations to groups and individuals

**Team Work & Leadership:** broad ranging experience of team leadership in a contact centre environment **Problem Solving:** development of strong analytical and diagnostic skills as part of degree course. Voluntary work as interpreter and as linguistics and cultural mediator enabling me to find solutions to customer problems in an efficient manner

Languages: Fluent in spoken and written English and Italian

**Computing:** good working knowledge of Microsoft packages including Word, PowerPoint, Excel, Access, Email and Internet, Lotus Notes, Photoshop, Arco pro, Quark Express

# **Employment History**

## Apr 2014 - Present

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# Duties Involved:

- Dealing with Admin at Atos, NS&I Authentications Department
- Customer Service representative for National Savings and Investments (NS&I)
- Using email and online systems to deal with customer queries, opening, closing and amending accounts and any other client needs. Providing customers with passwords
- General administration duties including preparing letters
- Dealing with Financial Banking Systems
- Training in dealing with confidential material and data protection process and procedures

# Sept 2012 – Jan 2014 Badr East African Enterprise Ltd Expat Business & Administration Manager

### **Duties Involved:**

- Co-ordinating daily tasks for staff
- Using all Microsoft Software
- Dealing with client invoices and receipts
- Phoning customers and completing customer satisfaction
- Data analysis to produce KPI's and performance reports
- Supervising service personnel, facility maintenance and workplace safety
- Ensuring staff have the resources require to carry out their job
- Reporting to executive management in meeting and conferences to establish business goals
- Coaching of staff, straining, appraisals with staff
- Ensuring all general administration duties completed
- Responsible for product and services dealing with product manufacturers, engineers and executives regarding machinery, all civil engineering and construction

# Feb 2011 – Aug 2012 IBM.COM@ Manpower Customer Service Representative

## Duties Involved:

- Inbound customer service dealing giving correct information on high tech products, software and hardware
- Up selling and cross selling

- Responsible for dealing with a wide range of business customer queries and providing information on a number of specific IBM.Com services
- Preparing data and other information required for meetings

Nov 2009 – Feb 2011 Citizen Advice Bureau Volunteer Worker

#### **Duties Involved:**

- Providing advice and information regarding health, benefits, housing, debts, consumer and employment to people in local community
- General administration including completing paperwork, filing and photocopying

Jul 2006 – Nov 2009 IBM.COM Manpower Team Leader/Manager

#### **Duties Involved:**

- Responsible for dealing with a range of business customer queries
- Providing information on a number of specific IBM.COM services
- Responsible for supporting Manger and analysing productivity and quality
- Arranging meetings and conference call
- Preparing data and other information for meetings
- Managing team, planning tasks and ensuring goals achieved
- Ensuring centre and site communications passed on to staff
- Ensuring training and coaching delivered to staff

Jul 2003 – Jun 2004 Mass Project County Hall Linguistic & Cultural Mediator

# Duties Involved:

- Mediator between local government authority and refugees and asylum seeker community ensuring equal access to the education system
- Interpreting and aiding language with documentation
- General administration duties completed

# **Education and Training**

## 2009 – 2010 ILM training

• ILM Institute of Leadership and Management Certificate

# 2006 – 2009 IBM.Com in house training

- Customer Service certificate
- Cultural Awareness in International Context and the Work Place certificate

## 2002 – 2005 University of Luton

• BA (Hons) Linguistics: English Language & Media Arts

## 2001 – 2002 North Glasgow College

• NC Television Production and Operation

# 1993 – 1994 Dante Alighieri, Italy

• A – level Business Administration

## **Hobbies and Interests**

I enjoy going to the cinema and attending concerts. I like creating art work, writing and travelling.

**Excellent references available on request**