



ealbuarki@gmail.com



973 36621667



Street Address – Bahrain V912  
R610 B1206



linkedin.com/in/ebrahim  
-al-buarki-1b6237157

## EDUCATION

### Applied Science University

Degree Name Bachelor of Business Administration – BBA Field of Study Business Administration /Personnel Administration, General Grade73.5% expected graduated 2015-2020

### Edinburgh University In cooperation with the Institute (GTI)

Degree Name Diploma in Human Resources Management Field of Study Human Resources Management /Personnel Administration, General Grade80 % Dates attended 2016 – 2017

### Secondary School Sh. Abdulla Bin ISA AL Khalifa SEC

Technical and Vocational Education \_ Specialized Stream Financial Services

General Grade73.5 % Dates attended 2009–2012

## PROFITONAL CERTIFICATES

TOT (2017) International Training of the trainers form GTI

ICDL (2016) International Computer Driving License

IPMT (2015) International Protocol Manager Training from protocol School of Washington

## Summary

Experienced in preparing detailed documents and reports while managing complex internal and external data analysis responsibilities, Experience developing exceptional relationships with clients,. Proven problem solving and analytical thinking skills, a fast- learning, and ability to adapt to evolving industry trends. A dedicated professional skill

## Experience



**Mena Telecom** 5yr 10 months

### Senior Officer & Acting Branch Supervisor

May 2017 – Aug 2018\_1yr 4 months\_ Bahrain

- Responsibilities not limited

- Raise the company sales & give our customers best impression of the company
- Updating our senior management daily branches sales performance
- Create the retail weekly revenue target
- Provides to the senior management the Offer sales performance
- Work closely with the marketing team to achieve sales objectives and negotiate commercial terms within set guidelines
- Provides timely feedback to senior management regarding customer needs
- Mange and crate Retail agents rosters
- Monitoring the daily branch stock movement with administration and being held liable for any shortages in stock
- Training the new employee on our system
- Follow up (IT - Admin -Noc) if there is any Issue in the branch.
- Maintaining quality of documents and transactions
- Update information and discuss any issues
- monitoring retail agent's collection call customer,
- Resolve customer service complaints

### • Customer care Officer ( Mena Telecom )

May 2013 – May 2017\_4 yrs. 1 months \_ Bahrain

- Selling LTE Service, Mobile phones & accessories
- Assist in monitoring for the inventory stock
- Completion of assigned administrative responsibilities
- Ensures staff is aware and fully trained in key job competencies, product knowledge
- Escalating solving and pending issue related to the branch.
- Developing feedback or complaints procedures for customers to us

### • Customer care Trainee ( Mena telecom )

Nov 2012 – May 2013\_7 Months ( Bahrain )

- Advertising Mena telecom product to the retail new customer of our Wimax services
- Selling Mobile phones & accessories.
- Upgrading and renewing customer packages with new contract
- Explain all contracts packages with prospective clients

## SKILLS

### Management Skills:

Administration Management  
Problem Solving  
Public relations  
Customer Relationship Management  
Data Analytics

### Technologies Skills:

Microsoft (Excel, Word, PowerPoint, Outlook)  
Advertising & Managing the Social Media (targeting prospective clients)

### Interpersonal Skills :

Team Leadership  
Team Management  
Training  
Coaching and Mentoring

### Other Skills

Able to work under pressure  
Excellent organizational skills  
takes initiative to make improvement  
delivers timely and accurate results  
self-motivated  
respond quickly to new challenges  
flexible  
Encourages cooperation and collaboration; builds effective teams

## LANGUAGES

Arabic



English





[ealbuarki@gmail.com](mailto:ealbuarki@gmail.com)



973 36621667



Street Address – Bahrain V912  
R610 B1206



## SKILLS

### Management Skills:

Administration Management

Problem Solving

Public relations

Customer Relationship Management

Data Analytics

### Technologies Skills:

Microsoft Excel (Excel, Word,

PowerPoint, Outlook)

Advertising & Managing the Social

Media (By sponsoring and targeting

prospective clients)

### Interpersonal Skills :

Team Leadership

Team Management

Training

Coaching and Mentoring

### Other Skills

Able to work under pressure

Excellent organizational skills

takes initiative to make improvement

delivers timely and accurate results

self-motivated

respond quickly to new challenges

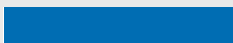
flexible

Encourages cooperation and

collaboration; builds effective teams

## LANGUAGES

Arabic



English



### • **Batelco** Customer care Trainee ( Batelco)

Sep 2011 – Oct 2011 One Months (Bahrain)

- Provide new account
- Replacement of lost or damaged cards
- Paying bills for customers and small companies
- Sale phone or products
- Printing works in both Arabic and English
- Sorting money after the end of working hours
- Checking the customer devices replace if there is any Issue & make sure to modify or repair phones warranty



### • **BisB** Customer Contact Trainee

Jun 2011 – Jul 2011 One Months

- Calling the customer and inform them to receive the bank card
- Explain to the customer about BisB services
- Contact customers calls
- Assist in the back office work

## Interested

### Hobbies:

- Scuba diver having 4 certificates ( Deep \_ Advance \_ open water \_ Nitrox )
- Scuba diving Video editing
- Managing My own Scuba diving Instagram reaching 29K Followers( 7diver )