



ABDOLLAH SAEID MOHAMMED

Customer Happiness Administration

PROFILE

Providing all support to customers in terms of ensuring that their procedures are completed, answering all inquiries, and directing them most appropriate to ensure the achievement of the objectives of the required services and the provision of integrated support services capable of creating a happy customer.

PERSONAL INFORMATION

Date of birth: 31/01/1997
Place of birth: UAE -
Nationality: IRANIAN
Marital status: Single
Driving license issued from Dubai
PHONE: 971581443499
EMAIL :
sabdullah294@gmail.com

LANGUAGES

- Arabic
- English
- Hindi
- Urdu

QUALIFICATIONS

- Customer Happiness Tree Course.
- Disaster Response Plan - Al Amal Psychiatric Hospital.
- Fire safety.
- Infection control.
- The Happiness and Positive Cycle.
- Certificate/awareness workshop on the Customer Happiness Charter, the UAE Vision 2021, and the Global Star System for Services Classification.
- Governance concepts and principles course.
- Facility management and safety course.

HOBBIES

- Football
- Swimming
- reading

EDUCATION

[**Al-Wahidah Boy's Secondary Education**]
[**Graduation Year | 2016**]
High School

WORK EXPERIENCE

[**Al Amal Psychiatric Hospital**] **Customer Happiness Administration**
[**2022**]

[**Al Amal Psychiatric Hospital**] **Medical Officer reports**
[**2020**]

[**Al Amal Psychiatric Hospital**] **Public relations manager**
[**2018**]

PERSONAL TASKS

- **Ensure that all the customer is provided and that the procedures related to him are duly completed before leaving the service center / office in a manner that he is satisfied with the procedures .**
- **Coordination with the organizational units to receive customer requests and provide them with service delivery models provided by the entity .**
- **Providing services to customers, reviewing their requests, and implementing its requirements to ensure their satisfaction with the service .**
- **Perform any other tasks assigned by the President direct .**
- **Cooperation and coordination with other government agencies and departments in the state (consulates - embassies - police - labor, workers, elderly homes, social police - and investigations)**
- **To facilitate some procedures for the travel or transportation of patients .**
- **In addition to the aforementioned, we perform shifts in all hospital facilities .**
- **Print all the correspondence of the federal ministries and local authorities regarding the hospital, patients and visitors .**
- **Offer suggestions to the line manager to facilitate procedures and ease some obstructive matters .**

SKILLS

- **Full knowledge of the Ministry's system, wareed system ,Windows System & Microsoft Office.**
- **Full knowledge of printing and writing.**
- **Working under pressure.**
- **The art of dealing with the public.**