



FAISAL AWAD

Computer Technology Engineer

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Baghdad/Al-Hussein
District, 881, 24,2-6

EDUCATION

Al-Turath University
College :
Computer Technology
Engineering
2019-2023

EXPERTISE

Contact Center

Photography

Video editor

FTTH Engineer

LANGUAGE

English

Arabic

Experience

Earthlink telecommunications

Customer Care Back Office Engineer sep 2024- Present

Handle normal daily ticket requests and escalate the tickets with the team leaders in other departments to ensure meeting deadlines , Maintain excellent knowledge of company's portfolio of products and services in order to unders customers' needs
Main Duties: Handle incoming tickets and emails in a timely manner and adhering to quality standard required and follow up on escalation of issues for the customers with the other departments to ensure highest customer satisfaction

Earthlink telecommunications

Contact Center Representative Engineer nov 2023- sep 2024

Working as FTTH engineer Dealing with customers and solving their problems, in addition to answering their questions and inquiries, And working on engineering programs such as POSTMAN , NOKI AMS , QGIS , Cisco and IMASTER NCE
I have great stamina and flexibility in dealing with clients

Al-Ittihad Medical Equipment Maintenance

Medical Equipment Engineer 2019-2022

worked as a medical device engineer and my job was specialized in MRI and CT scan and XRAY machines

worked as a Freelance Photographer and Video editor

Social Media Photographer 2016 - 2017

I worked for freelance as video editor and have experience in this field equivalent to one year and have a certificate of appreciation from the Iraqi Photography Society as Professional photographer

worked as a Freelance Barber College

Barber certificate from CIS institute 2016 - 2017

I worked for freelance as Barber and have experience in this field equivalent to one year and have a certificate of appreciation from CIS institute

Reference

Mustafa Sameer al-Qaysi

Earthlink telecommunications
Contact Center Team Leader

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