



Mahmmud Qazza'

Date of birth: 28/08/1997 |

Nationality: Palestinian (Autonomous Palestinian Territories) | **Gender:** Male |

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As-Sikka street, Nablus, Autonomous Palestinian Territories

About me:

A freshly graduated engineer that is so passionate to gain experience and work in the environment and energy field. To work in a challenging environment demanding all my skills and efforts to adopt and explore myself in different fields and realize my potential where I get the opportunity for continuous learning.

WORK EXPERIENCE

05/2021 – 09/2021 – Nablus, Autonomous Palestinian Territories

CALL CENTER SERVICE AGENT – PALTEL

- Supported team leader in improving operations and resolving issues to deliver top-notch customer service.
- Implemented new processes and reduced wasted resources.
- dealing with different types of customers.
- solving internet problems.
- searching required information using available resources.
- identifying, escalating priority issues, and reporting to the high-level management.

EDUCATION AND TRAINING

2014 – 2015

TAWJIHI – Al Salehiyeh school

scientific stream

84/100

2015 – 2021

BACHELOR – An-Najah university

Field(s) of study

- renewable energy engineering

● **LANGUAGE SKILLS**

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B1	B1	B1	B1	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Excel | Microsoft Office | - AutoCAD – Advanced | HammerBD

● **COMMUNICATION AND INTERPERSONAL SKILLS**

writtin and verbal communication skills

● **MANAGEMENT AND LEADERSHIP SKILLS**

decision - making

teamwork

great leadership skills
