

Curriculum vita

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Objective

An experience professional looking for any opportunity in Customer oriented filed, where my educational qualification matches with previous work experience to enhance & expand growth Of company & me as individual

Personal Profile

- ✓ Hard working and highly motivated person with Excellence computer skills
- ✓ Good communication skills (Exceeded the expectation
- ✓ Well organized and able to take responsibility (Exceeded the expectation)

Educational Qualification

Bachelor of Arts

(English language & Literature)

From Omdurman Islamic University, Sudan

Training & Courses

- ✓ Microsoft Office (From Shinawi Institute 2000)
- ✓ Harry services (Sells Training) Hilton Khartoum 2003
- ✓ International Business English (British Educational Institute 2009)
- ✓ Customer care & call handling skills for Agent (International center for quality 2011)

Professional Experience

Sayga Investment Co Ltd year 2011-Continue

Position: Call Center Representative

Job profile

- ✓ Acts the first point of contact with SAYga customers & agents regarding their queries on products and services provided.
- ✓ To respond to telephone inquiries, proved assistance and escalate though the CRM database to appropriate channels for further assistance.
- ✓ To provide customers regular feedback on concerns presented and ensures satisfaction with feedback given.
- ✓ Registering students for BDC courses & call them to confirm their attendance.

Dal Grope co ltd 2007-2011

Position: Receptionist

Job Profile

- ✓ Answering Internal & external calls in clear polite manner then transfer to the extensions
- ✓ Guiding & welcoming visitors
- ✓ Managing meeting rooms, sometimes do reservations.
- ✓ Registering check in & check out for Dal Staffs located at the excellence center.
- ✓ Escort visitors to the designated offices.
- ✓ Facility services for all Dal staffs and the visitors

Basher telecom Co (Areeba) year 2005-2007

Position: Contact Center Representative

Job Profile

- ✓ Customer complaint analysis & evaluation
- ✓ Document complaints at the Areeba CRM system
- ✓ Helping customers with their enquires

Hilton Khartoum Hotel year 2003-2005

Position : Telephone Operator

Job Profile

- ✓ Answering internal & external calls then transfer them to the extensions requested
- ✓ Sending & receiving internal & external Faxes.
- ✓ Setup , wake up calls at the TMS system
- ✓ Guiding & advise Hilton visitors & residents
- ✓ Providing internal and external callers with full information's that need it, such as prices and facilities at Hilton Hotel etc.

Abdeen Institute for Technical studies and computer Science year 2000-2003

Position : English Language Teacher

Teaching Business English and General English

Personal Details

Date of Birth : July 1972, Sudan
Marital Statues : Married
Nationality : Sudanese
Language : Arabic as native & English

Reference

Available upon request.