Ahmed

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[Type your address]

Personal Summary

A well presented, articulate and confident individual with a proven ability to provide exceptional customer service and ensure that the customer leaves with a lasting positive impression . Having an outgoing personality, good interpersonal skills and the ability to work in a multi-national team environment with confidence and minimal supervision. Comfortable working in a fast paced environment and able to build and maintains good relationships with work colleagues and customers through a genuine desire to understand their needs and support them. Currently looking for a suitable customer service and call center with company that offers variety of knowledge and skills and the opportunity to develop both personally and professionally.

Professional Summary

* Experience of working with customer from different cultures & backgrounds.
* Experienced in dealing with the public & comfortable in a selling role.
* Keeping itself calm in the situation of conflict.
* Remarkable patience and motivational skills
* Unmatchable communication skills in written and verbal both.
* Flexible in challenging situations.

Objective

Currently looking for a suitable customer service, call centre or sales with a company that offers variety and the opportunity to develop both personally and professionally while seeking for an opportunity to gain experience in enhanced customer service by applying my knowledge in practical situations to help me advance my career while enhancing my job knowledge, experience, and communication skills which would benefit to me, the organization and the community at large.

Experience

**Al Salam Company for Cement Production**

Sales Distribution Representative | 2010-201 2

* Ensuring smoothing functioning of customer service.
* Customer focuses and complains handling.
* Ensuring high standard of customer service.

**Landmark Group, Home Centre**

In-charge Sales Associate and Customer Services | 2014 till Date

* Maintaining inventory in the back. Customer focuses and complains handling.
* Ensuring high standard of customer service
* Arranging inventory on the store floor.
* Tagging merchandise.
* Setting up promotional material and displays.
* Replenishing inventory.
* Reorganizing items.
* Maintaining a neat and tidy store.

Personal Skills

* Good sense of humour
* Friendly & polite
* Professional attitude

Language Skills

* **English**: Excellence in spoken English achieved by years of academic learning and social interactions with family and friends.
* **Arabic**: Excellence in written and spoken Arabic as the first language followed during primary and secondary school.

Educational Qualification

Qualification: **Computer science Faculty(2005-2007)**

Institution: **University of Wadi Alneel**

City/Country: **Sudan**

Qualification:  **Cabin Crew courses**

Institution: **Khartoum Academy for Aviation**

City/Country: **Sudan**

Volunteer

Institution: **Association of psychiatric patients**

City/Country: **Sudan**

Qualification: **First Aid Training Course**

Institution: **Sudanese Red Crescent Society**

City/Country: **Sudan**

Certificates

Qualification: **Employee of the month**

Institution: **Home centre, Landmark Group**

City/Country: **Dubai,United Arab Emirates**

Hobbies

* Keep up to date with new course self study to upgrade my knowledge
* Reading computer,
* magazines and books,
* surfing Internet
* design and multimedia
* swimming

Personal Details

Nationality : Sudanese

Date of Birth : 4/9/1982

Visa Status : Employment

Height : 172 cm