**C u r r i c u l u m V i t a e**

**Ibrahim Awad Al Karim Ibrahim**

**PERSONAL INFORMATION:**

Age: 25

Language: Arabic mother tongue & Excellent in English

Religion: Muslim

Civil Status: Single

**SUMMARY;**

Having a good experience in Sales and Customer Service, Able to communicate well in English and Arabic language

**OBJECTIVE:**

To bring to your organization enthusiasm, dedication, responsibility and good work ethic combined with a desire to utilize my skills obtained through experience.

**PROLIFE:**

Result oriented person with strong interpersonal and communication skills. able to work as part of a team and manage several priorities at any one time. I have a positive attitude, strong work ethic, and a keen desire to learn, grow and Proven ability to maintain good business relationships with clients by applying exceptional customer service skills. Right now I would like to work for a friendly and exciting company that is looking for someone who can reflect their values of excellence and quality.

**CAREER HISTORY:**

**CUSTOMER SERVICE**

**AND MEDICAL REPORT TYPEST**

Sudan (2015 – 2016).

Customer service duties:

* Listen and respond to customers’ needs and concerns
* Provide information about services and products.
* Opens customer accounts by recording account information
* Maintains customer records by updating account information
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Medical report typist duties**:**

•Take medical information in form of notes or on the Dictaphone
• Read or listen to information and mentally determine what needs to be transcribed into the system
• Type medical information derived from provided sources into a predefined medical database
• File patient and associated medical information in proper formats so that they are easily retrievable
• Retrieve medical data from the system on request from authorized personnel
• Maintain accuracy of entered data by checking and rechecking source information
• Report or correct any discrepancies evident in the source document or in the database
• Maintain the integrity and confidentiality of medical records

**SALES:**

MOON LIGHT (Electronics shop)

UAE(2008)

**JOP DUTIES:**

* Welcomes customers by greeting them; offering them assistance.
* Directs customers by escorting them to racks and counters; suggesting items.
* Advises customers by providing information on products.
* Handling difficult and aggressive customers in a professional manner.
* Assisting the finance Department with customers on security checks.Helps customer make selections by building customer confidence; offering suggestions and opinions.
* Documents sale by creating or updating customer profile records.
* Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
* Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
* Contributes to team effort by accomplishing related results as needed.
* Receiving items from the suppliers and well display
* Achieving sales targets set by the company
* Ensuring the shop looks good for the day trading.

**PART TIME JOBS:**

**MOROCCO (2010 \_ 2013):**

SALES PROMOTER

* + - **-FASHOIN SHOP:**

Responsible for making sure the customer enjoy their shopping

experience in change of promoting stock to customer to ensure

that the store is their first choice high street destination.

* + - -**ACSSOSRES KIOSK.**
		- **-PERFUMES KIOSK.**
		- **-PROMOTIONS FOR DIFFERANTS AGENTS.**
		- **-COLLEGE EVENT COORDINATOR.**

**SKILLS:**

* Able to work on own initiative as well as part of a team
* Understand the regulatory, fair trading and competition rules relating to customer service.
* Polite, helpful and a good Listening
* Highly meets customer service, needs and sales goals

 **ACADIMEC QUALIFCATION:**

* Mohammed V University - Agdal

 Rabat - Morocco

 (English Literature)

* Sudan Airways Training center

 Basic Passenger Fares & Ticketing (22 MAR to 01 APR 2015).

 Amadeus Basic Reservation System (25 APR to 30 APR 2015).

**Job Seeker First Name / CV No: 1798602**

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