**CV**

**Husham**

[**Husham.331726@2freemail.com**](mailto:Husham.331726@2freemail.com) ****

**Summary:**

5 years supervisor and Direct sales Rep skilled in exceeding sales goals

and company expectation by expanding client base by maintaining high

standards of customer service and sales

4 years as a call center Representative who maintains a high level of

Professionalism patience and efficiency to obtain Customer satisfaction and

increase customers loyalty.

**Objective:** Seeking for a position in Administration, Sales or Customer Service

**Highlights:**

* High customer service quality standard
* Supervision skills
* Strong planning ability and organizational skills
* Strong ability to solve proplems
* High sales technique

**Experience:**

**Helpdesk Operator**

May 2015 – presdent

**Enova Facilities Managemant**

Responsiple For

* Handle calls which client complaint and asign to technitians to resolve it
* Regisration of all the complains
* Colsing of all pending resolved complains
* Make daily reports

**Customer Service & Sales Supervisor**

May 2012 – Jan 2015

**MTN Telecommunication – Sudan**

Responsible For

* Communicate with other department to insure stock avalability
* Handling escalated cases
* Handling dailly and monthly cash report
* Monitoring staff stock

**Customer Service & Sales Rep**

Aug 2007 – May 2012

**MTN Telecommunication – Sudan**

Responsible For

* Selling Company products
* Selling and promote Company Services
* Handling complaints
* Cash Handling
* Reporting all transactions during the day and month & CRM

**Call Center Representative**

Aug 2005- Aug 2007

**MTN Telecommunication – Sudan**

Responsible For:

* Promoting company services and products
* Explaining procedures
* Solving and follow up problems
* CRM & Reporting.

**Education:**

**1999 - 2002 years Diploma in Computer Science - Aljazeera University**

**Courses& Training:**

1-CRM (Customer Relation Management) by International Center for Quality (ICQ) -

July 2006 (1 week)

2- Business Etiquette for Professional Passage, By (Peace) 1 week

3- Cambridge International Education Certificate from 6/7/2006 to 6/9/2006.

4- Service Quality Management August 2010.(3 days)

5- Sales Techniques Program -- at International Centre for Quality June 2011

6- Advance Excel November 2011.(3 days )

7- Time & Stress Management in International Center for Quality April 2012 (3 days)

8- Up selling & cross selling course Nov 2013 – (3 days)

**Languages:**

Arabic – Native

English- good

**IT Skills:**

Microsoft Excel, Word, PowerPoint.

Fast typing skills both Arabic & English

**Visa Status: Resident Visa**