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**CURRICULUMVITAE**

EMADALDEEN [

**EMAD**

**DUBAI UAE**

Email: [**EMAD.332210@2freemail.com**](mailto:EMAD.332210@2freemail.com)

**Personal Details**

* Date of Birth: 02/08/1982
* Nationality: Sudanese
* Gender: Male
* Marital Status: Single
* Religion: Islam
* Languages Known: Arabic ,English

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**Educational Qualification**

* EL Neelain University – Diploma-Information Systems Management.
* High School Certificate
* Computer Application Certification
* Police Competence Certificate

**Working Experience**

* Road &Transport Authority (RTA).
* City Services consultancy.
* National Communication Corporation\_ MTN Telecommunications
* Omdurman National Bank
* Ministry of Interior Sudan H.Q Logistics Authority.

**Position of Work**

**IT Help Desk – IT Coordinator**

* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
* Write training manuals.
* Train computer users.
* Maintain daily performance of computer systems.
* Respond to email messages for customers seeking help.
* Run diagnostic programs to resolve problems

**Call Center Representative**

* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

**Collection Agent**

* Collect payments on past due bills.
* Create a list of people who have not made payments.
* Organize list according to severity of delinquency.
* Call customers using telephone.
* Inform clients of overdue accounts and amount currently owed.
* Ensure all customer information is correct, including phone numbers and addresses.
* Listen to customer's story and determine if debt can be collected.
* Offer advice or refer customers to debt counselors.
* Follow federal and state laws dealing with debt collection.
* Print reports for management.

**Extra Experience**

* Net workers courses.
* Customer service courses
* CCNA certificates
* Safety courses
* First Aide Corse three levels from Emirates foundation for Youth Development SANID Program as a Volunteer FIRST AID AED DEVICE
* Police Competence Certificate.
* Emirates driving licenses.

**Declaration**

I hereby declare that the above furnished information are true and correct to the best of my knowledge belief.