[Sally370823@2freemail.com](mailto:Sally370823@2freemail.com)

An enthusiastic, natural rapport builder who has the passion for customer service and he can create innovative solutions to keep customers committed to your brand and coming back for more. Besides, extensive helping through the customer service solutions, never closing an interaction until satisfaction is achieved.



**EDUCATION:**

B.A. in Economy, Banking NATIONAL RIBAT UNIVERSITY "Assessment Good".



**EXPERIENCE:**

**Albraka bank from 17 SEP to 17 DEC (2014) in the following sections: -**

Customer Service Representative

Sep 2014 – Dec 2014

Duties:



* Resolved complain
* Follow up customer for question is answered
* Provided information about products to customer
* Plan and lead training sessions for new and existing users.
* Making sure that all administrative tasks are completed to the required level
* Getting useful and informative feedback from customers.

**Civil Aviation Authority from 23 MAR 2016 to 23 MAR 2017**

* Office administrator.
* Prepare aviation reports and coordinate with the national and international authorities,
* monthly salaries report.
* Follow-up and documentation.
* Communicate with the aircraft pilot regarding the civil aviation authority safety requirement.

**The Middle East Insurance Co.(s)Ltd. 4th OCT 2015 to 9th MAR 2016**

**Car insurance sections: -**

* Issuing and renewal of insurance certificate.
* Assure all cars details are entered to the company system.
* In case of cancelling any contract, the section is responsible to contact with financial department for clearance procedures.

**Marine, Aviation insurance section: -**

* Issuing aviation or marine policy.

**Medical insurance section: -**

* facilitates the relation between firms and medical insurance company.

**Claim section: -**

* Receive clients calls.
* Arrange and assist the client to prepare the required information and documents to follow up with the claim.
* Sending mechanical engineer to evaluate damage.
* Communicate with clients in order to cancel or renew the contract.

**Zain mobile telecommunication Co. from May 2013 to April 2014 (par time):**

* Issue new SIM cards for customers
* Help customers to activate their mobile services.
* Record customers personal data.
* Assist the customer about the procedure in case of SIM is misplaced.
* Introduce the company’s new services to the public.
* Assist the customers to setup their mobiles if they face any difficulties to connect with the network.



**CORSESS:**

* Electronic accounting.
* Safety management.
* Total quality management.
* Elements of banking.

Opening Accounts and banking Transactions

Banking operations with in various departments

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**LANGUAGES:**

* Arabic (mother tongue)
* English: very good (reading, writing, speaking and listening).

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**KEY SKILL:**

* Exceptional listening, questioning and call control techniques.
* Time management towards the required target.
* Enjoy working with the public
* Using positive language and great body language Ability to work accurately under pressure and meet deadlines
* Able to work in multi – national environment Excellent Microsoft office.



**Personal information**

National: Sudan

Status: single