**C.V**

**Mohamed**

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| **Contact Information** |

 **Peron**

**Address:**  UAE . Dubai

**Mobile Phone:** 971504753686 / +919979971283

**E-mail:** mohamed.376700@2freemail.com

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| **Personal Information** |

**Nationality:** Sudanese

**Resident of:** Khartoum-Sudan

**Gender:** Male

**Marital status:** Single

**Religion:** Muslim

**Driving license**: available

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| **Qualification** |

**Diploma (3yaer)** Electronics Engineering ( **computer** )

 ALNEELAN UNIVERSITY - August 2010

* PROFESSIONAL EXPERIENCE :

**Out Bound Customer Service –Zain Telecom company**

**Sudan – Khartoum (November 2014 – March 2015)**

**Duties** When the customer call and rise a complained about ZAIN services, we are calling back the customer to Identifying and escalating priority issues or customer complaints and follow up with him about the details of his or her complain and then assign the ticket to the consider departments with the necessary comments and information .After processing the customer case and resolving it we are calling back to customer to inform him/her about the finale resolution and we are getting the feedback from the customer about it.

**Maine Activities:**

* Providing accurate information and advice
* Guiding all customer issues to a satisfactory conclusion
* Following up on ongoing customer cases and communicating progress to management and customer
* Creating and maintain customer call logs

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| **Professional Experience and Technical Skills** |

**ERICSSON : IT & Telecom technical support center**

**Sudan – Khartoum july 2015**

-Work as telecom coordinator between Zain company and Ericsson teams to reaper alarm and fix all problems in Zain network

.Handle alarms from operator to all subcontract company field teams and support them tell fix it

. Repair all office IT issues enteral and external network and devices.

-Installing, configuring windows workstations operating systems, win and Provide support for Microsoft office.

- Provide support to the office equipment, computer installations and the maintenance of other related equipment.

-Provide trouble shooting and support to all users’ connection to the LAN system

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| **Skills, Languages Hobbies** |

**Software Skills:**

* Microsoft Office (Word, Excel, PowerPoint).
* Software and hardware computer skills

**Personal Skills:**

 **-** Hard-worker.

 **-** Cooperative and good team-worker.

 - Self-learning ability.

 - Good communication skills and leadership style.

**Languages:**

* Arabic (Mother tongue).
* English good