



**Wafaa**

[**Wafaa.381227@2freemail.com**](mailto:Wafaa.381227@2freemail.com)

A pragmatic, results-driven customer-centric professional with a proven capacity to interface effectively with all levels of personal and clients of diverse backgrounds. Employs cross cultural sensitivity and awareness to liaise with clients and develop positive, lasting relationship with key stakeholder. Knowledgeable in accounting and finance concepts as well as a general administration, seeking a coordination position within Sales & administration

A critical thinker and respected liaison for client escalation issues, adept in creative solutions and Ability to operate in a multi-cultural environment, increase operational productivity and efficiency and render support for effective process management of the company.

# Work Experience

## Customer Service Representative Jan 2017 – Present

**Al Wabil Al Saib Co.Ltd, /General Trading – Khartoum, Sudan**

**Key Responsibilities**

* Direct wide range of office procedures including administration, bookkeeping, customer service, scheduling special projects
* Responsible for managing and deploying project resources, budget allocation, scrutinizing the work in progress and ensure complete execution of work within the specified timeframe
* Leverage outstanding organizational and analytical skills to evaluate and revise administrative processes and improve accuracy and efficiency
* Respond to queries and concerns about service, and escalate calls appropriately
* Successfully interacted with clients to generate repeat and referral business
* Supporting the routine delivery of services and follow-up in accordance with all agreed policies, procedures and contract scope.
* Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns
* *Achievements*:
* Created Risk mitigation and controls unit within the department which reduced the unlikely legal liabilities and well monitor the unlikely occurrence of breach of contract.
* Upgrade service and offer additional service packages or options

# Key Expertise

Quick learner Operations Management Budgeting

Customer Service Administrative Management Financial Management Relationship Building Service-oriented CRM management

Sales & Marketing product selection & Pricing Critical Thinking

# Certifications

**MBA (Finance Management) -** Garden City College for Science & Technology, Khartoum – Sudan **2017**

**B.Sc. (Honor) in Accounting & Finance –** Garden City College for Science & Technology, Khartoum – Sudan **2014**

**Visa**

Visit Visa until 3/09/2018

**Single**

Marital Status

**30/03/1990 Arabic, English**

Birthday Languages

**Sudanese**

Nationality

