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**Samah**

Dubai, United Arab Emirates

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**EMPLOYMENT EXPERIENCE**

**customer servies operation (customer care strategic department -licensing section)**

* Work closely with cross functional partners to ensure collaboration and process efficiencies are maintained
* Creates and maintains an environment with intense focus on customer satisfaction and professional customer support balanced with consistent achievement of standard business objectives
* Proactively lead, motivate, and develop high performing teams within a time-sensitive and exciting environment to deliver on operational KPIs
* Perform all personnel-related activities, including problem solving disciplining, developing, coaching, providing work performance evaluation, and termination.
* Managed transactions including new accounts, customer service and operations
* Oversaw customer service functions and resolved problems within authority range
* Acquired and retained clients through positive and efficient customer service
* Assisted managers with various assigned tasks.

Call Center Customer Service Representative

* Responded to 75-100 inbound calls per day in high call volume environment.
* Registered candidates seeking professional certification in various fields for national exams
* Processed credit card and electronic check payments utilizing company database and software
* Established rapport with clients while providing information concerning test requirements
* Responded to and handled customer complaints and inquiries in a timely manner
* Maintained a polite and professional telephone manner.
* Developed personal organization and multitasking skills in a fast paced environment.
* **Courses in:**
* IOC ATHLEE CAREER PROGRAMME from INTERNAIONAL OLYMPIC COMMITTEE (2018).
* LABROTARY SAFTY,Noble Center for Training and Skills Development(2017).
* ISO/IEC 17025-2005Noble Center for Training and Skills Development..(2017).
* Proposal writing. Voluntary work managing. SPHERE project. THE SUDANESE RED CURCENT SOCIETY (2014).
* Marketing andBusiness planning (certificate from PUM Netherlands seniorexperts) (Holland)(2013).
* Violence against children, IADS.Female genital mutilation.Human rights.Women rights at YOUTH FOR CHILDREN (2005)

**MEMBERSHIP & PARTICIPATION**

* Participation in archery championship and representing Sudan in UAE Arab Women Sport Tournament – Sharjah (Feb 2020)
* Representing RTA in GITEX booth for the smart government standers and assist using the new enhancement on RTA applications ((November)
* Participation in the qualification Archery Championship for presenting Sudan in UAEin Arab Women Sports Tournament Sharjah. ”winning the first place” (2018).
* Awareness presentation about Child Rights in the schools, (**2016 to 2018).**
* **Certificates of proficiency in Italian**[**(CELI)**](http://www.cvcl.it/categorie/categoria-14)**, issued by theUniversità per Stranieri di Perugia,(pass the oral exam)(November2017)**
* Participation in YOUTH and SDG6 in SUDAN YOUTH PARLIAMENT FOR WATER (2017).
* Organization of THE 7TH GRADUATE STUDIES AND SCIENTIFIC RESEARCH CONFRENCE in UNIVERSITY OF KHARTOUM.
* Chief account manager of UM TURKY ORGNIZATION (**2015-2017**).
* Organization of membership data and translator in SUDANESE BUISENISSWOMEN DEVELOPMENT CENTER (**2014**) .
* Personal assistant for the General Manager of SUDANESE BUISENISS WOMEN DEVELOPMENT CENTER (**2014**) .
* Participated in THE FIRST FORUM OF ARAB ORPHANS (JORDUN) (**2009**) for 10 days workshop: communication skills.

**EDUCATION AND MEMBERSHIP**

* **COMBONY ITALIAN CENTER\_level A1 and A2. 2016\_2018.**
* **KHARTOUM UNIVERSTY - MAIN LIBERARY \_ ITALIAN LYBARERY (Italian courses) Level A1. 2014\_2016.**
* **KHARTOUM UNIVERSITY FUCALTY OF SCIENCE DEPARTMENT OF CHEMISTRY 2011 -2016.**
* **Test of ENGLISH as a Foreign Language (TOEFL) 2010.**

**SPECIAL SKILLS**

**Computer & IT –**

* Microsoft Office™ (Word™, Excel™ PowerPoint™)
* Windows™ (7™, Vista™, XP™)
* Adobe™

**Language:**

* Arabic–Native
* English – Fluent (writing, specking, listening)
* Italian \_ level A2.
* French \_ basics.