**Ali Abdellatif**

**E-mail:** **aliabdellatif.384933@2freemail.com**

**Personal Details:**

* Date of birth: 01-01-1991
* Gender: Male
* Marital status: Single
* Nationality: Sudanese
* Language: Arabic – English
* Address: UAE – Dubai
* Visa status: Visa

**Career Objective:**

Seeking a challenging position in a progressive organization that satisfies my potentials & offers opportunities for an advanced promising career by effectively utilizing and improving my practical skills within a dynamic work group.

**Education Qualifications:**

2014

Degree : Bachelor Degree in Computer Applications (BCA)

University: Osmania University, Hyderabad, India

College : Nizam College

**Working Experience:**

2015 Jan – June 2016

**Customer Service Representative, Arabian Company For Computers (Sudan):**

**Key Role Responsibilities:**

* Enter new customer information.
* Answered client inquiries in person, emails and via telephone.
* Provide customer with product and service information.
* Follow up customers when necessary.
* Manage and resolve customer complaints.
* Inform customers with about new products.
* Update exsiting customer information.
* complete logs & produce call reports.
* Process orders, forms and applications.

2017 Feb - May 2018

**IT support Technician.**

**Job Duties:**

* Set up and configure computer hardware, software, system, printers and scanners.
* Provide accurate information on IT products or services.
* Determine the best solution based on the issue and details provides.
* Create and cabling LAN/ WAN networks connections.
* Direct under solved issues to the next level of support personnel.
* Perform troubleshooting through diagnostic techniques, repairs and data restoration.

**Technical Skills**

* Microsoft Office (Access, Excel, PowerPoint).
* Good data analysis, problem solving skills and customer focus.
* Self-motivated and quick-learner.
* Strong skills network router and TCP/IP configuration, Internet/Smart devices.
* Strong communications skills in English and Arabic.
* Strategically and under tight deadlines, with strong attention to detail.

**Declaration:**

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