

# Alaa Eldin Omran Zien Alabdin

## Customer Service Representative

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### SUMMARY

- Experienced Insurance Claims Specialist, Accounts Assistant, and Trade Finance Coordinator with a demonstrated track record of enhancing customer satisfaction and retention.
- Skilled in resolving customer inquiries, providing rapid responses, and improving client retention rates.
- Seeking a Customer Service Agent position at a company where I can leverage my customer service and relationship-building skills to support the mission of delivering exceptional service and ensuring customer satisfaction.

### EDUCATION

Bachelor Degree in Banking and Insurance Date period  
Omdurman Ahlia University Sudan

### EXPERIENCE

Clearance Cheque Assistant 05/2022 - Present  
Bank of Khartoum (BOK) Sudan

- Boost customer satisfaction by resolving {100+} cheque inquiries per week, ensuring timely processing.
- Maintained strong customer relationships by proactively assisting with over {200} clearance cheque procedures monthly.

Accounts Assistants 2015 - 2017  
Accomase Co., For Fire Fitting Sudan

- Enhanced customer satisfaction by providing rapid responses to {100+} account inquiries monthly.
- Resolved {50+} billing discrepancies monthly, ensuring accurate customer transactions.

Trade Finance and Insurance Assistant 06/2010 - 03/2015  
Bank of Khartoum (BOK) Sudan

- Upgraded customer retention by {10%} by delivering exceptional service in trade finance and insurance inquiries.
- Improved client retention rate by {15%} by swiftly resolving {100+} insurance issues, ensuring smooth transactions.

### LANGUAGES

Arabic Native ●●●●●  
English Proficient ●●●●●

### STRENGTHS

- Customer Service**  
Dedicated to improving customer satisfaction through training programs and tailored solutions.
- Customer Satisfaction**  
Consistently enhance customer satisfaction by providing rapid responses and resolving inquiries promptly.
- Relationship Building**  
Proactively build and maintain strong customer relationships through exceptional service and timely assistance.
- Client Retention**  
Demonstrated ability to improve client retention rates through exceptional service and smooth transaction experiences.

### INDUSTRY EXPERTISE

Hospitality  
Managed customer inquiries and concerns  
Resolving customer issues  
Financial Services