

Mohamed Ahmed

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SUMMARY OF QUALIFICATION

Customer service professional with technical skills and language proficiency in Arabic and English. Worked at MTN company, dedicated to delivering excellent service through problem-solving and effective communication.

EXPERIENCE

Call Customer Service Representative, MTN sudan :

Khartoum Oct 2022 Apr 2023

- Managed customer inquiries, and ensuring a positive customer experience.
- Collaborated with internal teams to resolve technical issues.
- Utilised MTN-specific tools and systems to assist customers with account management.
- Received commendations for consistently meeting and exceeding customer satisfaction goals.

EDUCATION

Sudan University of Science and Technology, Electronics Engineering :

Khartoum Jan 2017 - Feb 2023

COURSES

Coursera Jan 2024

Start the UX Design Process: Empathize, Define, and Ideate.

Coursera Jan 2024

Create High-Fidelity Designs and Prototypes in Figma.

SKILLS AND ABILITIES

- Excellent communication and interpersonal skills in both Arabic and English.
- Ability to bridge technical concepts to non-technical audiences.
- Exceptional problem-solving abilities in a telecommunications environment.
- Time management.
- Conflict resolution
- Team collaboration
- Multitasking
- Technical proficiency
- Attention to detail
- Cultural sensitivity
- Decision-making

Tools :

MS Word - MS Excel - Adobe illustrator - Figma.

Language:

English - Arabic