



**Abazer SidAhmed Mohammed**

**Customer Service Representative**

## Personal Information

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- Abu Dhabi, Alain
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- 00971566273206
- Date and place of birth: 1976 Bahri

## Languages

- Arabic : mother language
- English language : Fluent
- French language : Fluent

## Skills

- Problem Solving Adaptability
- Collaboration
- Time Management
- Handling Pressure
- Computer knowledge (office)

## Resume Objective

I used to listen to customer concerns, answer customer questions and provide information about the company's products and services. In some cases, customer service representatives may also take orders and set up new customer accounts.

For me the 3 important qualities of customer service center around three: professionalism, patience, and a "people-first" attitude. Although customer service varies from customer to customer,

## Experience

- Supervisor in **EXPO COP28** for travel marshals , Dubai.
- **Human Resource Manager** ,international coordinator, website content translator ,and Planning dep.officer. in Telem.& Postal Regulatory Authority( TPRA) **7/2007** till now.
- Teaching French & English language in Sudanese secondary school **(1996-2007)**

## Training

- **ICDL** International Certificate Driving Computer.
- Training of teaching English from "Slty" Institute.
- Training course in press translation from **SUNA agency** 2008.
- Registration Certificate of Permission to work as professional Journalist.

## Education

- Master's Degree in General Translation -University of Bahri, center of translation 2017.
- Bachelor of English Arts - university of AL-Neelain 2003.
- Bachelor of French Arts - university of Khartoum 1996.
- High Diploma in translation Juba university ,translation center 2006