

MOHAMED DARIA

CUSTOMER SERVICE

United Arab Emirates • +971553309531 • mohameddriaa12@gmail.com

SUMMARY

Experienced customer service with professional skills in delivering exceptional support and satisfaction. Proven ability to build rapport, resolve inquiries efficiently, and ensure customer satisfaction. Proficient in CRM systems and adept at problem-solving. Eager to contribute to your team and foster lasting customer relationships.

WORK EXPERIENCE

Customer Technical Support

Jun 2022 - Jan 2024

Sudanese Thermal Power Generation Co

Khartoum, Sudan

- Manage customer interactions and ensure follow-up on issues.
- Address concerns promptly and effectively.
- Entered Users details and attributes in active directory database.
- Maintained and improved technical systems to ensure that employees had the necessary technology at work
- Monitor data and communications on the network.

EDUCATION

Sudan University of Science and Technology

Nov 2015 - May 2022

Bachelor's degree in Computer and Network Engineering.

COURSES

Cisco CCNP (60 Hours)

Feb 2023 - Mar 2023

Network Plus Training Centre

Microsoft MCSE (60 Hours)

Jan 2023

Network Plus Training Centre

SKILLS

- Communication and interpersonal skills
- Problem solving
- Team player
- Fast Learner
- Sky limit aspiration

Languages

- Arabic (native)
- English (Conversational)