

Abazar salaheldin elgak Customer Service Representative

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 0503689083

📍 abu Dhabi

🚩 Sudanese

Professional Experience

Customer service representative, MTN Sudan

01/2019 – 08/2023 | Khartoum, Sudan

Provide detailed information about CWT services and resolve customer service problems efficiently.

Make outbound calls to verify customer account information and ensure data accuracy.

Handle a high volume of incoming calls, addressing customer inquiries and generating potential sales leads.

Maintain accurate records of customer interactions, update customer accounts, and manage document filing.

Upload and download contract agreements from the CRM system, ensuring proper documentation.

Compile and analyze reports on customer satisfaction and complaints to inform service improvements.

Adhere to established communication procedures, guidelines, and company policies to maintain service quality.

Customer Service Representative, *oranos trading*

07/2015 – 01/2019 | Khartoum, Sudan

Addressed customer inquiries and provided service information, maintaining high customer satisfaction.

Managed telephonic communication, ensuring customer data was verified and updated accurately.

Assisted in handling a significant volume of inbound calls and directed them to appropriate departments.

Generated sales leads through effective communication and follow-up strategies.

Recorded detailed notes of customer interactions and updated CRM systems accordingly.

Assisted in the compilation of reports on customer feedback and complaint resolution.

call center, *bank of khartom*

01/2014 – 01/2015 | Khartoum, sudan

Met and exceeded performance targets for call quality, average handling time, and customer satisfaction.

Profile

Dedicated Customer Service Representative with over 5 years of experience in delivering exceptional CWT service information, resolving customer issues, and managing telephonic communications. Proven ability to manage large volumes of incoming calls, generate sales leads, and maintain comprehensive records of customer interactions. Adept at using CRM systems for contract management and reporting. Known for following communication procedures and providing accurate, complete information.

Skills

Telephonic Communication

Sales Lead Generation

Problem Solving and Resolution

Record Keeping and Documentation

Report Compilation

Certificates

- Cisco Certificate Network Associated (CCNA)

Languages

Arabic

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English

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Education

Diploma in Computer Engineering,

Omdurman Alahlla University

11/2010 – 12/2013 | Khartoum, Sudan

Bachelor in Information Technology,

Khartoum Technical Administration

09/2010 – 2014 | Khartoum, Sudan