

ALMIGDAD MOHAMMED ALZAMZAMI ABD ALRAZIG

Customer Service & Call Center Specialist

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Address: Nuaimiya District 3 / Ajman / U.A.E

SUMMARY :

I'm ambitious person with over 12 years of experience in Customer Services aiming at a highly rewarding and challenging career in competitive company, where I can apply and develop my professional skills to adapt them with changing work conditions.

EXPERIENCE :

Marketing Service Agent 2017-2023

B2B Shipping Company in Sudan

- Developing and implementing marketing strategies to promote the company's services.
- Building and maintaining relationships with clients and customers.
- Conducting market research to identify trends and opportunities.
- Creating promotional materials such as brochures, presentations, and online content.
- Coordinating advertising campaigns across various channels.

Call Center Representative 2013-2016

Sudani Telecommunication Company

- Handling inbound and outbound customer calls, providing assistance, resolving issues, and answering inquiries.
- Providing excellent customer service by ensuring prompt and accurate responses to customer queries or concerns.
- Maintaining detailed records of customer interactions, transactions, comments, and complaints.
- Following communication scripts and procedures to ensure consistency and quality in customer interactions.
- Collaborating with other team members and departments to effectively resolve customer issues and improve overall service quality.

Customer Service Representative 2008-2012

Afra mall Internal Radio

- Assisting customers with inquiries, concerns, and complaints via various channels such as phone, email, and live chat.
- Providing accurate and timely information about products, services, policies, and procedures.
- Resolving customer issues and ensuring satisfaction through effective problem-solving and conflict resolution skills.
- Processing orders, returns, refunds, and exchanges efficiently and accurately.

- Maintaining customer records, updating account information, and documenting interactions in the company's database or CRM system.

Customer Service Representative 2003-2007

Johainah Information

- Responding promptly and courteously to customer inquiries, concerns, and service requests.
- Providing technical assistance and troubleshooting support to resolve customer issues with products or services.
- Coordinating service appointments, installations, repairs, and maintenance tasks as needed.
- Documenting service activities, including findings, actions taken, and recommendations, in service reports or customer records.
- Collaborating with other departments, such as sales or engineering, to ensure effective resolution of customer issues and enhance overall service quality.

EDUCATION :

Bachelor Degree with Mention

Omdurman Ahlia University

College of Economics & Administrative Science's Management Business

SKILLS :

- Excellent Communications Skill in Arabic as well as in English.
- Good Detail-Oriented Approach Problem-Solving Abilities.
- Can work in team as well as an Individual.
- Enduring work pressure.
- Management Leadership
- Customer service
- MS Microsoft office tools
- Creative Thinking
- Attention to Detail
- Multitasking
- Motivation
- Natural selling abilities
- Fast learner

LANGUAGES :

- English (Good)
- Arabic (Native)