




EKHLAS ISHAG ABDALLAH YAHIA

CUSTOMER SERVICE PROFESSIONAL

-  +971583005381
-  ekhlaseshag018@gmail.com
-  United Arab Emirates

PROFESSIONAL SUMMARY

Dedicated and passionate Customer Service Professional with over five years of experience in customer service, administrative assistance, and executive secretarial roles. Possessing strong communication, leadership, and computer skills. Proven track record in enhancing customer satisfaction and contributing to the achievement of company goals. Seeking to leverage my expertise to contribute to the success of your organization.

SKILLS

- Customer Service
- Call Center Operations
- Computer Proficiency
- Leadership
- Communication
- Time Management

LANGUAGES

- English
- Arabic

PROFESSIONAL EXPERIENCE

Customer Service & Call Center

Sudani Telecoms co.

August 2022 – February 2024 | Khartoum, Sudan

- Managed high volumes of inbound and outbound calls, ensuring customer queries were addressed promptly.
- Trained new employees on call center protocols and customer service standards.
- Handled customer complaints and provided appropriate solutions, enhancing customer satisfaction.
- Maintained customer records and processed orders using the company's CRM system.
- Improved customer satisfaction score by 15% through effective problem-solving and communication.
- Reduced average call handling time by 10% while maintaining service quality.
- Successfully trained and integrated 15 new employees into the call center team.

Manager assistance

El-Madina Al Munaowara Private School

March 2021 – June 2022 | Khartoum, Sudan

- Provided executive administrative support to the school principal and administrative staff.
- Coordinated meetings, appointments, and travel arrangements.
- Managed school correspondence, including emails and phone calls.
- Organized and maintained confidential student records and office files.
- Implemented a new filing system that improved document retrieval efficiency by 30%.
- Organized successful school events and meetings, enhancing community engagement.
- Developed a streamlined communication process between the school administration and parents.

Customer Service Representative

El-Mowada Center for Services Co.

April 2018 – December 2020 | Omdurman, Sudan

- Assisted customers with service inquiries and provided information about company products.
- Processed customer transactions and managed service requests.
- Conducted follow-up calls to ensure customer satisfaction.
- Updated customer databases and managed service documentation.
- Increased customer retention rate by 20% through personalized service and follow-ups.
- Achieved top customer service representative status for three consecutive quarters.
- Developed a customer feedback system that improved service delivery.

EDUCATION

Bachelor of Computer Science

University of Dongola

2013 – 2017 | Sudan

COURSES

- Network System Engineer, Scal Academy, Cairo, Egypt, December 2023 – Present
- English Language, Golden Class Family Institute For English Language, Khartoum, Sudan, August 2021 – Present
- Training Course in CCNA, Sudatel Telecommunications Academy, Khartoum, Sudan, March 2019 – April 2019
- Computer Networks Design & Administration, Sudatel Telecommunications Academy, Khartoum, Sudan, December 2018 – January 2019
- Training Course in Executive and Security Office, Elnaim For Engineering, Khartoum, Sudan, September 2020

INTERESTS

- Customer Experience Improvement: Passionate about exploring new methods and technologies to enhance customer interactions and satisfaction.
- Communication Strategies: Interested in studying and applying effective communication techniques to improve customer service.
- Conflict Resolution: Enthusiastic about learning and implementing strategies for resolving customer issues efficiently.
- Technology and CRM Systems: Keen on staying updated with the latest customer relationship management (CRM) software and tools.
- Team Collaboration: Enjoy participating in team-building activities and collaborative projects to improve service delivery.
- Community Engagement: Committed to engaging with the local community through volunteer work and service initiatives.
- Continuous Learning: Dedicated to ongoing professional development through courses and certifications related to customer service and management.

REFERENCES

Available upon request.