



Ekhlas Yahia

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Objective

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.

Education

2017 **Univercity of Dongola**
Computer Science
Bachelor

Experience

7/2024 - 8/2024 **Al Ayila Discount market**
Sales, Cashier, it support
Managed high volumes with customer satisfaction

26/6/2024 - **Prime World Real State**
20/7/2024 Telesales
Close the deals in short time with owners and cleints

2022 - 2024 **Sudani Cumpany Telechom co**
Call Center & Customer Service
Managed high calls, solve customers problem

2020 - 2022 **El-Madina Al Munaowara Private School**
Manager Assistance
Provided executive administrative support

2018 - 2020 **Almwada for Service co**
Customer Service
Assisted customers with service provided information.

Languages

- Arabic
- English

Skills

- Communication skills
- Leadership skills
- Computer skills

Courses

- Network System Engineer, Scal Academy, Cairo, Egypt, December 2023 –2024
- English Language, Golden Class , Khartoum, Sudan, August 2021-2023
- Training Course in CCNA, Sudacat Academy, Khartoum, Sudan, March 2019 – April 2019
- Computer Networks Design & Administration, Sudacat Academy, Khartoum, Sudan,

December 2018 – January 2019
Training Course in Executive and Security Office, Elnaim For Engineering, Khartoum, Sudan,
September
2020