

# Khalid Mohammed Hassan Sayed

**Customer Services Representative**

**UAE - Ajman**

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## Objective

Dedicated and experienced Customer Service Representative with a proven track record of delivering exceptional service and resolving customer issues efficiently. Seeking to leverage strong communication skills and problem-solving abilities in a dynamic customer-centric environment

## Education

- **B.SC. information Technology**  
**Sudan open University - 2023**

## Relevant Skills

- Excellent verbal and written communication skills
- Proficient in customer relationship management software (e.g., Salesforce, Zendesk)
- Strong problem-solving abilities
- Ability to work well under pressure and handle stressful situations calmly
- The empathetic and patient listener
- Multi-tasking and time management skills

## Languages

- Arabic - native
- English – professional

## **Customer Care KPI**

- |                           |                           |
|---------------------------|---------------------------|
| • Escalation Rate         | Resolution Rate           |
| • Customer Retention Rate | Average Handle Time (AHT) |

## **Professional Work Experience**

### **Customer Care Representative**

**Medical Weapon Hospitals Sudan - 02/2023 - now**

- Provide personalized assistance to customers through various channels such as phone, email, and live chat.
- Resolve customer inquiries, complaints, and issues in a timely and efficient manner, ensuring high levels of satisfaction.
- Utilize product knowledge and resources to address customer needs and promote products or services.
- Collaborate with cross-functional teams to escalate complex issues and ensure resolution.
- Maintain accurate records of customer interactions and transactions in the CRM system.
- Meet or exceed performance targets, including first contact resolution, response time, and customer satisfaction metric

### **Customer Support Specialist**

- Provided technical support and assistance to customers regarding product inquiries and issues
- Conducted product demonstrations and training sessions for customers as needed
- Assisted in the development of customer support documentation and training materials
- Actively participated in training sessions to stay updated on product updates, service procedures, and best practices.
- Received recognition for consistently meeting or exceeding customer service performance targets

## **References**

Available upon request