

MAGZOUB AHMED

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SUMMARY

A customer-focused professional with 2 years of experience in customer service, leveraging excellent communication and problem-solving skills to drive customer satisfaction. Proficient in Microsoft Office and fluent in Arabic and English, with a proven track record in inquiry handling, complaint resolution, and sales support. Proven ability to work under pressure, adapt to flexible hours, and manage schedules effectively. A team player with a collaborative mindset, seeking a challenging role to support company growth, utilizing admin skills and communication skills to drive business growth in a fast-paced environment.

EDUCATION

Bachelor's Degree in Laboratory Sciences

University of Science and Technology, Sudan (January 2001 - June 2005)

EXPERIENCE

Medical Representatives and Customer Service

Al Hussan Trading Enterprise, Khartoum, Sudan (December 2022 - January 2024)

Promoted and sold company's products, handled customer inquiries, and managed customer call center.

Communicated clearly and helpfully to customer inquiries, representing brands and institutions with a focus on customer experience and empathy.

Marketing and Business Development Office

Marnjzeen for Integrated Solutions Co. Ltd, Khartoum, Sudan (January 2022 - April 2023)

Developed marketing strategies and annual plans, conducting market research and budgeting.

Provided reports (annual, 6 months, quarter) and utilized analytical skills to drive business growth in digital and luxury fashion markets.

Procurement and Supply Warehouse

Asia Hospital, Sudan (January 2017 - October 2017)

Performed statistics and calculations regarding purchases, determining quantity of products and purchases.

Developed purchasing strategies and maintained relationships with service providers.

TECHNICAL SKILLS

Microsoft Office (Proficient)

Laboratory products and devices knowledge

Technical and application support

Knowledge of laboratory devices coding systems and software programs

Installation, tests, calibration, and QC (focus on CRM and LinkedIn)

Email management and scheduling

Applications and written communication

Phone and asset management

PROJECTS

Marketing Strategies Development

Developed marketing strategies and annual plans, conducting market research and budgeting, focusing on digital and luxury fashion markets.

Customer Service Improvement

Improved customer service by handling customer inquiries, managing customer call center, and ensuring clear and helpful communication, enhancing customer experience and empathy.

AWARDS AND CERTIFICATIONS

Eligibility Letter – Dubai Health Authority (DHA), June 2023

License to Practice Certificate – Sudan National Council for Medical & Health Professions, May 2011

The Examination Preparation Course of ASCPi – Advanc Institute, Khartoum (June – December 2015)

CUSTOMER SERVICE SKILLS

Excellent attention to detail

Data entry and computer skills

Bilingual (Arabic & English)

Strong communication and problem-solving skills

Focus on customer experience and journey

SOFT SKILLS: Adaptable – Collaborative - Time management - Teamwork - Fast learner