

# Mohamed Albushra Mohamedalhassan Omer

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## PROFILE

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With 1 year of experience at Zain Telecommunication and 2 years at Bank of Khartoum, I bring a diverse background in customer relations and financial services to the table. My journey includes leading customer relations at Zain Telecommunication, ensuring seamless communication and support. At Bank of Khartoum, I honed my skills in financial services, contributing to efficient banking operations and customer satisfaction. Armed with a Bachelor's Degree in Education, my skills span effective communication, financial services, and proficiency in Microsoft Office. I'm eager to leverage my expertise in the Customer Service Representative role, providing excellent customer service and contributing to the success of your team.

## EDUCATION

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**Bachelor's Degree in Education - Faculty of Education** Omdurman,  
**Omdurman Islamic university** Sudan

## PROFESSIONAL EXPERIENCE

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**Call center agent** 2019 – 2020  
**Zain Telecommunicatio** Khartoum,  
Sudan

- Assist customers with inquiries, technical issues, service requests, and account management via phone, email, and online chat platforms.
- Resolve customer complaints promptly and effectively, ensuring high levels of satisfaction and retention.
- Provide detailed information about products, services, features, pricing, promotions, and terms and conditions.
- Troubleshoot technical problems related to network connectivity and device issues, guiding customers through resolution steps or escalating as necessary.
- Process customer transactions accurately, including bill payments, account changes, and service upgrades or cancellations, adhering to company policies.
- Maintain meticulous records of customer interactions, inquiries, complaints, and resolutions using CRM software.

**Call center agent** 2021 – 2023  
**Bank of Khartoum** Khartoum,  
Sudan

- Assist customers with inquiries related to their accounts, transactions, banking products, and services, ensuring a high level of customer satisfaction.
- Process various banking transactions, including deposits, withdrawals, fund transfers, and check cashing, with strict adherence to banking regulations and security protocols.
- Resolve customer complaints and concerns in a timely and professional manner, investigating issues and working to find satisfactory resolutions.
- Educate customers about the bank's products and services, identifying opportunities to cross-sell or upsell based on their financial needs and goals.
- Provide basic financial guidance and advice to customers, including budgeting tips, information about interest rates, and explanations of banking fees.
- Maintain accurate records of customer interactions, transactions, and account information using banking systems and software, ensuring compliance with privacy regulations.

## SKILLS

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Communication Skills | Active Listening | Patience | Time Management | Adaptability  
Product Knowledge | Tech Savvy | Conflict Resolution | Customer focus | Problem-solving  
empathy and patience | positive attitude

## LANGUAGES

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**Arabic** (Mother tongue) | **English** (Native)