



MONTASIR DAWELBAIT

CUSTOMER SERVICE EXECUTIVE

Dubai , UAE

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PROFILE SUMMARY

Customer service executive with two years of experience excelling in delivering exceptional customer support. Proven ability to lead and motivate teams, resulting in improved service metrics. Skilled in problem-solving, conflict resolution, and fostering positive customer relationships. Proficient in utilizing CRM systems and dedicated to maintaining a high standard of service excellence.

SKILLS

- Negotiation Skills
- Communication Skills
- Customer Service
- Work with different cultures
- Team Merchant
- Adaptable to fast paced environment
- Problem Solving
- Conflict Resolution
- Leadership

EDUCATION

Computing and Simulation

Alnilain University – School Of Math Faculty | Khartoum , Sudan

2009

WORK EXPERIENCE

Customer Service Executive

Sudanese Petroleum Corporation , Khartoum , Sudan

Sep 2019 – Apr 2023

- Respond promptly and professionally to customer inquiries via phone, email, or chat, providing accurate information and resolving issues efficiently.
- Handle customer complaints and concerns with empathy and patience, working to find satisfactory resolutions and escalate complex issues as needed.
- Process orders, returns, and exchanges accurately and in a timely manner, ensuring adherence to company policies and procedures.
- Maintain customer records and update information in the CRM system, ensuring data accuracy and confidentiality.
- Provide product or service information, answer questions, and offer recommendations to customers to enhance their overall experience.
- Collaborate with other departments to address customer needs and inquiries, escalating issues to management when necessary.
- Follow up with customers to ensure satisfaction, gather feedback, and address any additional concerns or questions.
- Stay informed about company products, services, and promotions to effectively assist customers and drive sales.
- Handle high call volumes and prioritize tasks to meet service level agreements and customer expectations.

COURSES

- English Language Upper Intermediate
- MCSE
- Skills of Meetings and Committees Course
- Communication Skills Course
- ITIL

LANGUAGES

- Arabic
- English