



MUHAND ALSADIG MOHAMED

Customer Service

CONTACT

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UAE , Dubai

Sudanese

PROFILE

Customer service professional with experience in delivering customer service. Adept at managing customer interactions across various channels, including phone, email, and in-person. Proven ability to handle high-pressure situations, resolve conflicts, and maintain customer satisfaction. Strong communicator with excellent problem-solving skills and a commitment to continuous improvement. Skilled in using CRM systems, managing large volumes of inquiries, and providing personalized support that drives customer loyalty and retention.

EDUCATION

- Bachelor of Honor in Computer Science
National Ribat University
Khartoum, Sudan

SKILLS

- Customer service.
- Effective and friendly communication with customers.
- Understanding customer needs.
- Computer skills.
- Patience and dedication in dealing with customers.
- Ability to handle difficult situations.
- Problem - solving.
- Time management.

WORK EXPERIENCE

Customer Service

FOUNDATION ABDULATIF NAIF BEN SOUD

- Provide exceptional customer service and listen carefully to customer needs and meet them appropriately.
- Managing accounts and solving customer problems.
- Understand customer needs accurately and provide support and assistance accordingly.
- Exchange data through sending and receiving emails.
- write and processing all data accurately.
- Evaluate workers and submitting reports to management.
- Resolve issues and handle complaints promptly and efficiently.
- Build strong relationships with customers to enhance their satisfaction and loyalty.

Cashier

BASTELITA RESTAURANTS

- Handle customer transactions efficiently, including cash, credit, and debit payments.
- Provide customer service, greeting customers, and assisting with inquiries.
- Greeting and welcoming customers upon arrival.
- Resolving and act with customer questions and complaints in a professional manner.