

## **Nahla Mohamed**

Location: Dubai, United Arab Emirates.

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### **Summary**

Highly skilled Sales Agent and Customer Service Specialist with diverse experience across agricultural engineering, executive secretarial work, and production supervision. Proven track record of enhancing productivity and contributing to organizational growth in various sectors, including finance, marketing, and farming. Passionate about delivering excellent service and improving operational efficiency, with a customer-centric approach. Seeking a challenging opportunity to leverage skills in customer service and sales in a dynamic organization.

### **Experience**

#### **Sales Agent**

Deem Financial, Dubai

Feb 2024 – Sep 2024

- Built and maintained relationships with over 100 clients, leading to a 20% increase in sales.
- Utilized product knowledge to suggest personalized solutions, boosting customer satisfaction by 15%.
- Coordinated with the marketing team to develop promotional strategies that resulted in a 10% sales uplift.
- Consistently met or exceeded sales targets by tailoring approaches to individual customer needs.
- Provided detailed post-sale follow-ups to ensure customer satisfaction and retention.

#### **Data Entry**

Lion King Company, Ajman

Aug 2023 – Jan 2024

- Processed large volumes of data with 100% accuracy, ensuring seamless integration into internal systems.
- Developed and implemented new data entry protocols that reduced errors by 30%.
- Collaborated with cross-functional teams to improve data workflows, enhancing efficiency by 25%.
- Assisted in generating weekly and monthly reports to support decision-making processes.

### Customer Service Call Center

Golden Future Marketing Company, Dubai

Nov 2021 – July 2023

- Managed over 150 customer inquiries daily, resolving issues with a 98% satisfaction rate.
- Played a key role in driving customer retention efforts, reducing churn by 10%.
- Trained new customer service representatives, improving team efficiency and performance.
- Acted as a liaison between customers and the technical team, ensuring smooth resolution of complex issues.
- Contributed to the development of customer feedback systems, helping the company improve service offerings.

### Production Supervisor

Blue Oxygen Company, Khartoum-Sudan

Dec 2020 – Jun 2022

- Supervised a team of 20+ workers across multiple production lines, ensuring optimal performance.
- Increased production efficiency by 40% through process improvements and quality control measures.
- Implemented safety protocols that reduced workplace incidents by 20%.
- Spearheaded the adoption of eco-friendly practices, which led to cost savings and improved sustainability.
- Led weekly team meetings to address challenges, streamline operations, and boost productivity.

### Education

Master's in Aquaculture

Sudan University of Science and Technology, Sudan

2019 – 2022

Bachelor's in Agricultural Engineering

Al-neelain University, Sudan

2010 – 2015

### Certifications and Training

- Internet Marketing Basics – Google, Dec 2020
- Occupational Safety and Health & ISO 9001 – 7Vition, Feb 2016
- Entrepreneurship Development for Agripreneurs – African Development Bank, July 2019
- Project Management Principles – Heloul Center, Dec 2017
- The Art of Marketing – Heloul Center, Nov 2017
- Art of Communication with Others – 7Vition, Feb 2015
- Individual Strategic Planning – Better Life Center, Jan 2014

### **Technical Skills**

- Microsoft Office
- Customer Service Systems (CRM)
- Data Analysis Tools
- Sales Forecasting
- Digital Marketing Tools

### **Soft Skills**

- Management
- Problem Solving
- Communication
- Leadership
- Team Collaboration
- Conflict Resolution

### **Languages**

- Arabic: Fluent
- English: Very Good

### **References:**

Ms. Hajar Younes (+971 50 296 6587)  
Mr.Ousama Tebira (+971 52 416 5210)