**NANDI AWADELKREEM ALI AWADELKREEM**

**Customer Service Representative**

United Arab Emirates |+971588048298

[nandiawad4044@gmail.com](mailto:nandiawad4044@gmail.com)

**Professional Summary**

Dedicated and results-oriented Customer Service Representative with years of experience in handling customer inquiries, resolving complaints, and providing exceptional service. Seeking to leverage my skills and experience to contribute to the success.

**EXPERIENCE**

**Customer Service Representative|** **7/2/2019 - 7/1/2020**

KYTR Engineering Company, Sudan

**Main activities and responsibilities:**

* Manage high volume of incoming calls and emails, addressing customer inquiries and resolving issues promptly.
* Maintain a customer satisfaction rating of by providing efficient and courteous service.
* Use CRM software to document customer interactions, track issue resolution, and identify recurring issues.
* Assist customers with product information, order status, and account management.
* Collaborate with other departments to resolve complex customer issues and ensure a seamless customer experience.
* Excellence Junior School \_Class manager | 1/9/2021 – 29/5/2022

**EDUCATION**

* **Bachelor's degree in accounting | 2014 - 2017**

Sudan Open University, Sudan.

* **Diploma Degree in Banking and Finance | 2009 - 2012**

Sudan University of Science and Technology, Sudan

* **Marketing Management Professional (MMP) 3/3 \_26/3/2024 \_ CERTIFICATE OF COMPLETION**

**TRAINING**

* Computer Applications, SODCAT Center
* Electronic accounting, SUDCAT
* **Training Certificate, Export Development Bank**

Current accounts - investment - outgoing and incoming transfers - electronic clearing

* **Training certificate, Faisal Islamic Bank**

Current accounts - investment - outgoing and incoming transfers - electronic clearing

* **Marketing Management Professional (MMP)**

**SKILLS**

* **Customer Service Excellence:** Proven ability to deliver high-quality customer support and resolve issues effectively.
* **Communication:** Strong verbal and written communication skills.
* **Problem Solving:** Excellent problem-solving abilities to address customer concerns promptly.
* **Technical Proficiency:** Proficient with CRM software, Microsoft Office Suite, and other customer service tools.
* **Time Management:** Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
* **Team Collaboration:** Experienced in working collaboratively with cross-functional teams.
* **Adaptability:** Quick to learn new processes and adaptable to change

**LANGUAGES**

* Arabic: Native
* English: good