

DESCRIPTION

Dedicated and customer-focused professional with over 1 year of experience in both call center operations and IT support. Proven ability to provide exceptional customer service and technical assistance. Adept at troubleshooting and resolving issues efficiently. Seeking to leverage expertise in a dynamic Call Center and IT Support role.

EDUCATION

- **University Of Khartoum, School Of Mathematics and Informatics** Khartoum, Sudan
Bachelor of computer science Aug. 2013 – Feb. 2023
- **Riad English School** Khartoum, Sudan
High school diploma Mar. 2010 – Jul. 2013

EXPERIENCE

- **Zain SD** Khartoum, Sudan
Call Center Representative (May 2022 - Apr. 2023)
Managed inbound customer inquiries, resolving issues promptly and ensuring customer satisfaction. Achieved a 95% customer satisfaction rating through effective communication and problem-solving while maintaining above 80 KPIs in the monthly review. Collaborated with cross-functional teams to address complex customer concerns.
- **Cernal Services** Khartoum, Sudan
IT Support Specialist (Mar. 2021 - Mar. 2022)
Provided technical support to end-users, diagnosing and resolving hardware and software issues, both remotely and on-site. Conducted training sessions for staff on utilizing IT systems and tools effectively. Implemented system upgrades and performed regular maintenance to ensure optimal performance for the client.
IT Helpdesk Support (May 2020 - Mar. 2021)
Provided technical support for the client issues, mostly through the client description, presenting the optimal solution. Attended Customer Relation training sessions and seminars to better be equipped to support the client. Experienced installing, running, and operating of IT service management and IT asset management Software used for the client ITIL life cycle on all supported system.
- **Ec-mobile** Khartoum, Sudan
Sell's Representative (Jun. 2017 - Oct. 2018)
Through a detail-oriented and research-based approach to sells, Managed to identify the customer need and recommending the necessary product enabling me to always exceed the monthly sells target by a minimum of 10% with an above 90% customer satisfaction index.

SKILLS

- **Languages:** English, Arabic
Technical skills: Customer Service, Technical Support, Problem-solving, Communication, IT Troubleshooting, CRM & Ticketing Systems (e.g., Zendesk&Salesforce), Jira&Monday, Microsoft Office Suite, Active Directory, bash&shell scripting