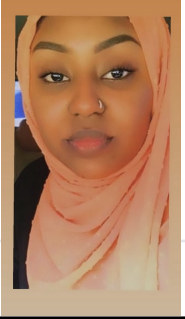


Randa Abdalraheem Mohamed

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SUMMARY

Worked in the customer service industry for 3 years and three month, assisting customers with their inquiries, issues, or complaints regarding products or services, resolve problems efficiently, maintain records of interactions, communicate clearly and politely, and follow up to ensure customer satisfaction.

EXPERIENCE

Customer Service Representative

ZAIN SD

December 2020 - December 2021, Sudan

- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Used outstanding problem-solving and communication skills to appease dissatisfied customers.
- Recording details of interactions accurately for future reference.
- Maintaining a professional and courteous demeanor during interactions.
- Meeting performance targets for call handling and customer satisfaction.

Customer Service Representative

AL - Hawi Supermarket

November 2019 - November 2020, Sudan

- working as a cashier and Served as main point of contact for customers, providing high levels of customer service to maximize sales potentials.
- Ring up purchases accurately and efficiently.
- Handling cash, credit card, or other payment transactions.
- Providing friendly and helpful customer service and Maintaining a tidy and organized checkout area.
- Processing returns or exchanges according to company policies.
- Balancing cash drawer at the end of shift.

Customer Service Representative

AL - Anfal Hypermarket

December 2018 - September 2019, Sudan

- working as a main floor employee and Provided excellent customer service to clients to enhance customer satisfaction and loyalty.
- Gave exceptional customer service to all guests during peak business periods.
- Approachable and friendly demeanor.
- Excellent communication skills.
- Knowledgeable about products and services.
- Attentive to customer needs and inquiries.
- Proactive in offering assistance to customers.
- Able to work well in a team environment.
- Responsive to feedback and willing to learn.
- Maintains a clean and organized store environment.

EDUCATION

MSc. in Medical Diagnostic Ultrasound

AL - Zaiem AL-Azhari University • Sudan • 2022

BSc. (Hons) in Radiological Science and Medical Imaging

AL - Zaiem AL-Azhari University • Sudan • 2018

SKILLS

Excellent communication skills
Excellent problem-solving skills
High level of self discipline and patience
Very Emphatic
Adaptability
Time management
Positive attitude
Excellent computer skills
A team worker
customer-focused mindset.

LANGUAGE

Arabic : Native.
English : Fluent.