



Ibrahim Fateh

Customer Service Representative

ifateh7@gmail.com



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Almamzar, Sharjah, UAE, Sharjah, UAE



A professional costumer service employee with a strong back ground in airport costumer service and telecommunications.

EDUCATION

- Dentistry**
National Ribat University
Khartoum, Sudan

WORK EXPERIENCE

- Ground staff**
Khartoum international airport
05/2022 - 04/2023
Khartoum, Sudan
Airports and aviation
 - Achievements/Tasks*
 - Reply to travelers inquiries through calls and emails and direct intee.
 - Guiding travelers to all their destinations and helping them within the airport facility
 - Greeting travelers
- Call Center Representative**
Bank of Khartoum
06/2021 - 02/2022
Khartoum, Sudan
Banking and finance
 - Achievements/Tasks*
 - Answering a high volume of calls regarding bank account services.
 - Guide customer on how to access troubleshooting and reporting problems.
- Receptionist**
Operative dental clinic
01/2021 - 05/2021
Madani, Sudan
Specialist Dental clinic
 - Achievements/Tasks*
 - Booking appointments and organizing visits
 - Maintaining smooth flow within the facility

SKILLS

- Multitasking
- Time management
- Communication skills
- Microsoft office
- Problem solving

LANGUAGES

- Arabic
Full Professional Proficiency
- English
Full Professional Proficiency

INTERESTS

- Sports
- Reading
- Arts