

Walid Ali Mohammed Ali

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Location: Dubai, UAE

Summary

Dedicated customer service professional with over 5 years of experience enhancing customer satisfaction and loyalty. Proven ability to resolve 95% of customer issues on the first contact, streamline operational workflows, and boost client retention by 20%. Skilled in CRM tools, data management, and administrative support, with a commitment to professionalism and exceeding service expectations.

Work Experience

Customer Service Officer

Nile Company, Khartoum, Sudan | February 2023 - April 2024

Achieved 98% customer satisfaction by addressing inquiries and resolving complaints efficiently.

Processed over 200 customer records weekly, maintaining data accuracy and confidentiality.

Contributed to a 15% increase in repeat customer engagements through personalized support.

Customer Service Officer

For Better Future Organization, Khartoum, Sudan | December 2019 - January 2023

Reduced complaint resolution time by 25% through the implementation of streamlined procedures.

Coordinated 10+ community support events annually, enhancing client outreach and engagement.

Delivered administrative support, improving departmental productivity by 18%.

Customer Service Representative

Zain Mobile Company, Khartoum, Sudan | June 2018 - November 2019

Resolved technical and service-related issues, boosting customer retention by 12%.

Managed inquiries across multiple communication channels, ensuring 100% response adherence.

Escalated complex cases with a 100% success rate in resolution follow-ups.

Education

Bachelor's in Business Administration

Elrazi University, Khartoum, Sudan | August 2016

Skills

Technical Proficiencies:

Microsoft Office Suite (Excel, Word, PowerPoint)

CRM Software and Tools

Data Entry and Database Management

Reporting and Documentation

Soft Skills:

Problem-Solving and Analytical Thinking

Excellent Communication and Active Listening

Multitasking and Time Management

Client Relationship Building

Languages:

Arabic (Native)

English (Fluent)