#  Professional Summary

* Having quickly and successfully progressed through my career I have gained a vast amount of knowledge and experience that I am looking forward to apply it to new situations. Currently looking for a challenging new position that will allow me to both utilize and further develop my existing skill set.
* Intend to build a career with leading corporative Of hi-tech environment with committed a dedicated people, which will help me

to explore fully and realize my potential willing to work as a key player in challenge and creative environment.

#  Work Experience

## Amer Dubai.

* CUSTOMER SERVICES.

Doing Business:

2023 -At Present.

#  NIHAL ABDELWAHAB.

## Address:

DUBAI-Mouhaisna.

## Phone:

+971555172729

## E-mail:

tetait@hotmail.com

#  Additional Skills

* I am punctual and serious when it comes to work and very social personal, always has an interest in keeping with the new department, dynamic, confidant & self-motivated, effectively managing time & stress, take responsibilities, ability to share opinions and solve

problems, open minded to new and fresh ideas, and always eager to learn more.

* Initial approval, Book trade name, Issue a trade license, Amend a trade license ,Cancellation of trade license ,Renewal of trade license, Issue commercial permit.

Small and Medium Enterprises Development :

* Guidance a service .
* Request to Intelaq license.
* License exemption request.

2020 - 2022.

## Nile Eye Center, Khartoum.

* CUSTOMER SERVICES & RECEPTIONIST.
* Follow up of quotation, orders, invoices & payment.
* Follow up the shipping of the documents & goods plus the customs.
* Follow up all the secretary and office administration work.
* Regular visits of potential customers.
* Identifying, escalating priority issues and reporting to the high-level management.
* Following up complicated customer calls where required.
* Recording details of comments, inquiries, complaints, and actions taken

2019 - 2020.

## Diabetes and Endocrinology Hospital, Khartoum.

-CUSTOMER SERVICES & RECEPTIONIST.

-Managing administration, communicating and coordinating with internal departments.

* Anticipate patient needs and build rapport with customers.
* Record information in the logbook daily.
* Follow up of quotation, orders, invoices & payment.
* Follow up the shipping of the documents & goods plus the customs.
* Follow up all the secretary and office administration work.
* Regular visits of potential patients.

## SAVINGS AND SOCIAL DEVELOPMENT BANK.

* + CUSTOMER SERVICES.

2018-2019.

* + Answering phones from customers professionally and responding to customer

inquiries and complaints.

* + Handling and resolving customer complaints regarding product

sales to customer service problems.

* + Identifying, escalating priority issues and reporting to the high-level management.
	+ Following up complicated customer calls where required.
	+ Recording details of comments, inquiries, complaints, and actions taken.
	+ Managing administration, communicating and coordinating with internal

departments.

* + Anticipate guest needs and build rapport with customers
	+ Record information in the logbook daily.

#  Education

## ALNEELAIN UNIVERSITY - SUDAN.

* + Bachelor Degree.
	+ Financial Accounting .

2018.



#  Languages

English — B2

Arabic — Native speaker

#  References

* + Dr. Wesal Abdeen. .
	+ Director of Nile Eye Center.

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