

Abuagla Abubaker younis ali

📍 Sharja UAE / Almajaz 2

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🎯 Objective

Dynamic professional with two years experience in customer service, adept at addressing inquiries and resolving issues promptly, I bring strong communication skills.

👤 Personal information

- Nationality: Sudanese
- Religion: Muslim
- Gender: Male
- Date of birth: 17/12/1999
- Marital status: Single

📖 Education

High school certificate

Computer degree

72.1

15/08/2019

📁 Experience

Ventures middle east, Abu Dhabi,UAE

Customer service & surveyer (part-time)

(Sep-2024) - Present

- collect data through various sources such as surveys experiments, data bases and administrative records.

Ever young midical center, Dubai UAE

Customer service representative

(Mar-2024) - (Aug-2024)

- Answerd and directed phone calls, ensuring accurate and prompt response to customer inquiries.
- managed the scheduling of opportunities and maintained patient records using the fresha system.
- provided detailed information about booking process, ensuring a positive informed customer experience.
- Collaborated with midical staff to maintain an organized and welcoming environment for all patients.

Zain Sudan, Khartoum Sudan

Customer service Agent

(Jan-2022) - (Jan-2023)

- Managed high volumes of customer inquiries via phone and email, delivery timely and effective resolution.
- Adressed and resolved customer complaints, ensuring a focus on customer satisfaction and retention.

👤 Skills

Fluent in Arabic and English communication

Strong interpersonal skill

Problem -solving proficiency

Professionalism and percision in handling inquiries

Inquiry resolution

Proven customer interaction management.

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Language

Arabic fluent

English