

LANA BILAL

BILAL

PROFESSIONAL SUMMARY

Customer service management professional experienced with inbound and outbound customer service and collections. Team player with exceptional listening and critical thinking skills. Personable personality that helps avoid call escalations.

EDUCATION

Bachelors of Banking and Financing

Nov 2017 – Feb 2023 | Khartoum, Sudan

Sudan University of Science and Technology, college of business study

B.S.C (Honors) first class in Banking and Financing, Sudan university of science and technology

WORK HISTORY

Customer Service June 2022 – Feb 2023

Bank AL Baraka | Khartoum, Sudan

- Collected and analyzed call center statistics and developed strategies for improvement.
- Allocated inbound leads according to priority.
- Reduced average customer call times.
- Carefully managed complaint escalations,
- remaining calm and professional to maintain positive customer satisfaction ratings.

Clearing House Jan 2021 – May 2022

Bank of Khartoum | Khartoum , Sudan

- Resolved guest and employee complaints, maintaining customer satisfaction and workforce effectiveness.
- Prepared dining room for special functions.
- Documented guest reservations and preferences, communicating changes to restaurant staff using Up Menu.
- Encouraged customer loyalty by delivering unparalleled service throughout dining experiences.

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Sudanese

Abu-shagara, Sharjah, UAE

Single

SKILLS

- Performance management
- Exceptional interpersonal communication
- Customer relations
- Engaging leadership style
- Employee management
- Sales strategies
- Personnel training and development
- Staff education and training
- Microsoft Outlook, Word and Excel
- Budgeting and reporting
- Effective problem solver
- MS Office expert
- Account management
- Technical support
- Telemarketing
- Adherence to high customer service standards
- Data entry
- Call centre operations

LANGUAGE

Arabic : Native

English : Good

REFERENCES

Available upon request