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SUMMARY

Seeking for Challenging Career with company that provides opportunity to Capitalize my abilities to become a professional in Customer Service field by effectively contributing towards the goal of the company.

EXPERIENCE

Customer Service

Expo 2020 - (Cop28) Host

October 2023 - January 2024, Dubai

- 1/welcomed and greeted visitors with warmth and professionalism .
- 2/Effectively handled inquiries, resolved issues, and ensure a good experience for visitors.
- 3/utilized phone and WhatsApp to maintain constant communication with visitors.
- 4/maintained a high level of product and event knowledge to accurate information to visitors .
- 5/managed a high volume of customer inquiries and complaints .

Sales and marketing Manager

DM FOR MENS WEAR

May 2017 - April 2023, khartoum

- 1/i developed sales strategies, and approaches for the various products and services, such as special promotions, sponsored events.
- 2/answer questions from clients about product and service benefits.
- 3/i maintained excellent relationships with clients through superior customer service.
- 4/attends trade shows and travels to meet clients as needed.
- 5/helped to detail, design , and implement marketing.

Call Center Agent

MTN Telecommunications Company

April 2016 - April 2017, Khartoum

- 1/Responding to customer inquiries via phones and e-mails as receiver and caller.
- 2/Resolving customer issues, involves a systematic and customer-centric approach.
- 3/Handling customer accounts ,involves a combination of administrative tasks, customer service.
- 4/Maintained customer satisfaction ,is crucial for the success and growth of any business.
- 5/Recording customer interactions, collaborating with other departments.

EDUCATION

Diploma in Computer Networks system Technology

University Of Science & Technology • Khartoum - Sudan • 2012

CERTIFICATIONS

Akdabi Steel Factory

Course of IT Support • 2021

National Telecom Corporation

Course of Information Technology • 2016

SKILLS

- 1/Microsoft Excel
- 2/Social Media Skills
- 3/Creativity
- 4/Problem Solving
- 5/Budgeting
- 6/Data Collection and Analysis