




RAZAZ TAWFIG ABDALGADER

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 UAE, Sharjah



SKILLS

- Ability to work in team
- Ability to Work Without Supervision
- Time Management Skills, Customer Service Skills and Technical Skills
- Strong Prioritization and Ability to Handle Confidential Information
- Strong Record Keeping Skills
- Presentation Skills, Including Welcoming Guests to Events
- Ability to multi-task and prioritize projects
- Able to complete complex administrative tasks with minimal supervision
- Excellent experience in dealing with computer software and social networking sites
- Customer-service oriented

LANGUAGES

- Arabic
- English

PERSONAL DETAILS

- Date of birth
05/06/1990
- Nationality
Sudanese
- Visa status
Residence Visa

ABOUT ME

A skillful employee with 3- Year experience as a call center agent (Phone Skills, CRM experience, excel and outlook skills, Data Entry Skills, Customer Focus, Attention to Details, Multi-tasking).

WORK EXPERIENCE

Customer Service Representative
Deliveroo / UAE / May 2021 - Nov 2021

- Actively monitoring orders placed via Deliveroo up to completion.
- Answering inbound calls and chats from customers, riders, and restaurants.
- Proactively liaising with riders and restaurants to ensure orders run smoothly.
- Providing feedback to relevant departments to help improve our customer experience.
- Investigating and resolving customer complaints and queries.
- Responding to customer issues via email, phone, and chat.
- Executing service recovery initiatives to eliminate/lower customer churn.
- Liaising with department managers in undertaking tasks relevant to current department needs (Customer Care Department).

Call Center Agent
Al Masaood automobile / UAE / Jan 2019 - Jan 2020

- Receive inbound calls and respond to customers' inquiries (diplomatic communication).
- Handle the customer database through CRM.
- Place customer's orders in the computer system.
- Resolve customer complaints by using applicable software.
- Provide product and service information to customers.
- Complete call logs and reports

Call Center Agent
Techno green for agriculture and services / Sudan / Jan 2015 - Sep 2018

- Manage phone calls.
- Update the customer database.
- Answer inquiries by clarifying desired information, researching, locating, and providing information.
- Resolve problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, escalating unresolved problems.
- Fulfill requests by clarifying desired information, completing transactions, forwarding requests.
- Maintain call center database by entering information.
- Enhance organization reputation by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.

EDUCATION

MBA
University of Khartoum / Sudan / 2017

V. Good

Agricultural Engineering
University of Khartoum / Sudan / 2012

Honour (B.S.C)

COURSES

AutoCAD
Noorsen for advance training centre / Nov 2018

Advanced computer application 2
Sudacad Training centre-Khartoum-Sudan / Nov 2014

Statistical packages of SPSS (ATCDU)
University of Khartoum / Nov 2011