



ABOUT ME

Motivated Customer Service Representative, with more than two years experience. Mastering English, French , Arabic as a mother tongue and speaks some German. Ready to start immediately to achieve numbers.

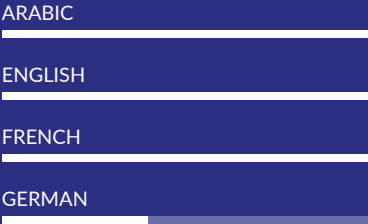
LINKS

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Indeed:
<http://kabermohammed101@yahoo.com>

Facebook:
<http://https://www.facebook.com/kabier.mohjaber>

LANGUAGES



KABER
SULIMAN

CUSTOMER SERVICE REPRESENTATIVE

Palace Tower, Silicon Oasis, United Arab Emirates, Dubai, 6006, United Arab Emirates

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kabermohammed101@yahoo.com

WORK EXPERIENCE

CONCENTRIX EGYPT

Cairo

Oct 2020 - Jan 2022

Customer Service Representative

- Collect source data such as customer names, addresses, phone numbers, credit card information for over 1000 customers and enter data into customer service software.
- Managed to rise overall Sales numbers for the whole team and consequently of which for the whole site.
- Helped the team to monthly achieve the KPIs by doing an outstanding performance in Voice , Chats and Emails by ensuring customer's satisfaction in all channels.
- Constructed Solid knowledge with the usage of Salesforce , Arthur, Koios and other systems which are used for reservations, cancellations, payments and redeeming vouchers.
-

ZAIN SUDAN

Khartoum

Jan 2019 - Mar 2020

Customer Service Representative

- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells.
- Trained 4 new employees in customer service script recitation, conflict resolution, and data entry practices.
- Developed strong customer's objection handling skills ,which lead automatically to reducing handling time ,thus worked in accordance to reducing the overall AHT for the whole team.
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SKYLINE SOFTWARE SOLUTION

Khartoum

Mar 2018 - Jan 2019

Administration Assistant

- Provides administrative support to ensure efficient operation of Office
- Answer phone calls, schedule meetings and help visitors to have lovely experience with our Services
- Support Team by performing tasks related to Organisation and strong communication.

EDUCATION

RIBAT UNIVERSITY

Khartoum

2020

Higher National Diploma

Higher diploma in English Language and Translation

SUDAN UNIVERSITY OF SCIENCE AND TECHNOLOGY

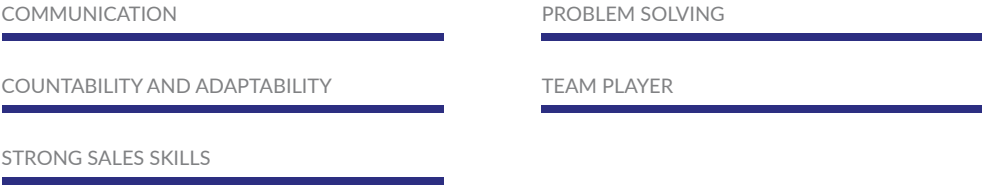
Khartoum

2017

Bachelor of Technology

Bachelor Degree in Nuclear Engineering and Applications

SKILLS



COURSES

COURSERA

Dec 2021

Digital Marketing

COURSERA

Feb 2022

International Organisation Management

HOBBIES

READING, FOOTBALL, COOKING

EXTRA-CURRICULAR ACTIVITIES

SUDANESE NUCLEAR ASSOCIATIONS

Khartoum

Dec 2013 - Aug 2016

Events Organiser

VISION CENTER FOR ENGLISH LANGUAGE

Khartoum

May 2017 - Feb 2018

Part-time Events Organiser