KABER SULIMAN

CUSTOMER SERVICE REPRESENTATIVE

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

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kabermohammed101@yahoo.com

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

LinkedIn:
http://https://www.linkedin.com/in/kaber-mohamed-23362215a

Indeed:
http://kabermohammed101@yahoo.com

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

LANGUAGES

ARABIC

ENGLISH

FRENCH

GERMAN

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.
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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

COMMUNICATION

PROBLEM SOLVING

COUNTABILITY AND ADAPTABILITY

TEAM PLAYER

STRONG SALES 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