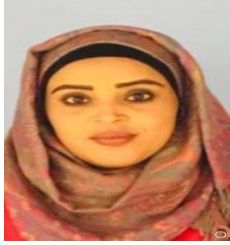


Mona Ibrahim Ali Ibrahim



- **Almajaz 3, Sharjah, UAE**
- **0562405031**
- mona.walled1990@gmail.com
- **Sudanese**
- **Single**

Personal Statement

*Energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with.
Excellent at working with others to achieve a certain objective on time.*

Employment History

06/2019-06/2020 Senior Customer Service Representative Agent

Ministry of Human Resources And Emiratisation (UAE)

Responsibilities

- Answering or making calls to customers.
- Address customer's needs, complaints, or suggestions services.
- Responding to calls efficiently and accurately.
- Explaining possible solutions, and ensuring that clients are feeling supported and valued.
- Receive and report customer's complaints and following up with the legal advisor.
- Resolving dispute between the Employer and Employee

08/2017-12/2018 Debt collector –Outbound Call Center Agent

HKDC - Etisalat Telecom (UAE).

Responsibilities

- Keep track of assigned accounts to identify outstanding debts.
- Plan course of actions to recover outstanding payments.
- Locate and contact debtors to inquire of their payment status.
- Negotiate payoff deadlines or payment plans.
- Handle questions or complaints.
- Investigate and resolve discrepancies.
- Create trust relationships with debtors when possible to avoid future issues.
- Update account status and database regularly.
- Alert superiors of debtors unwilling or unable to pay when necessary.
- Comply with requirements when legal Action is unavoidable.

*Reference are available upon request

06/2014-08/2017

Teller reporter

G4S Secure Solution(UAE)

Responsibilities

- Handle cash, credit or check transactions with customers.
- Scan goods and collect payments.
- Ensure pricing is correct Issue change, receipts, refunds, or tickets.
- Redeem stamps and coupons.
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is an adequate change.
- Make sales referrals, cross-sell products and introduce new ones Resolve customer complaints, guide them and provide relevant information.
- Back items carefully
- Maintain clean and tidy checkout areas Keep reports of transactions.
- Process returns and quality check.
- Answer customer's questions.

08/2013-03/2014

Sales Consultant

Asiaf AL khaleej General Trading L.L.C(UAE)

Responsibilities :

- Meets with customers in a sales environment to drive product sales and knowledge
- Demonstrates advanced products knowledge
- Adheres to any and all company policies and procedures
- Makes sales appointments with clients
- Teams with other employees to make sure that product is available and shoppable in stores
- Generates new leads by meeting with consumers
- Follows up with any clients to make sure that they are satisfied with product
- Assembles any and all product displays in a given market
- Meets with retail associates to help them effectively sell products
- Finds new target markets and penetrates them to drive sales
- Discovers how to market products to new users

01/2021-12/2021

Call Center And Telesales Agent

Etisalat Telecommunication Company (UAE)

Responsibilities :

- Meets with customers in a sales environment to drive product sales and knowledge
- Demonstrates advanced products knowledge
- Adheres to any and all company policies and procedures
- Makes sales appointments with clients
- Teams with other employees to make sure that product is available and shoppable in stores
- Answering or making calls to customers.
- Address customer's needs, complaints, or suggestions services.
- Responding to calls efficiently and accurately.
- Explaining possible solutions, and ensuring that clients are feeling supported and valued.
- Receive and report customer's complaints and following up with the legal advisor.

Education

08/2009 - 09/2013

Bachelor of English and French language

Al Nelain university – Faculty of Arts

Key Skills

- Communication and Teamwork
- Organization and Problem-solving
- Initiative
- Leadership
- Computer / IT skills
- Hard work and dedication

Languages

- Arabic - mother tongue.
- English - excellent (writing, reading and communication).
- French – Good.

Interests

Volunteer Work/Community Involvement - Sports - Art - Reading – Music.

*Reference are available upon request