

# AMEER ABDALLA



Customer Services /  
customer service representative



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Dubai – UAE

## PERSONAL DATA

**Date of Birth**  
01/07/1994

**Gender**  
Male

**Marital Status**  
Single

**Nationality**  
Sudan

**Visa Status**  
Visit Visa

## LANGUAGES

Arabic & English

## OBJECTIVE

Looking for a new role in the Customer Service field in an organization related to provide the best quality services by utilizing all my skills, abilities and past experiences as well as getting a chance to prove my skills and to deliver my strong commitment, appreciating planning, hospitality, administrative & technicality skills.

## EDUCATION

- **ELECTRONIC COMMUNICATION ENGINEERING**  
Sudan University of Science & Technology
- **ELECTRONIC COMMUNICATION ENGINEERING**  
Jawaharlal Nehru Technical Education  
Council of Skill Development

## DIPLOMA CERTIFICATE

- Computer Application Diploma
- English Communication Diploma
- Diploma in Industrial Automation Mechatronics & Electrical Systems.
- XP Center for Training and Capacity Building

## EXPERIENCE

**Customer Services**  
**Apollo Hospitals**

**1 Year**  
**Hyderabad, India**

**Customer Services**  
**Fortis hospital**

**1 Year**  
**Hyderabad, India**

**Customer Services**  
**Gman Physical Therapy**

**1 Year**  
**Hyderabad, India**

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts, and file documents

## SKILLS

- Excellent customer service skills.
- Strong communication skills.
- Good organization skills
- Good time management skills.
- Hard worker, good team player, good listener & sociable
- Have a high level standard personal hygiene at all time.
- Time management /Team Player
- Energetic self-motivated and fully devoted towards the responsibilities
- Quick and always eager to learn more
- Can be work under pressure.
- Honesty and reliability

## DECLARATION

I hereby attested the accuracy of information declared above are true and correct the best my knowledge and belief.

**AMEER ABDALLA**