



Moutaz Ibrahim Mohamed

Professional Goals

I am an energetic individual with strong interpersonal and retail skills who can bring a new face to the business that will deliver exceptional customer services and creativity, within a team or individually, to the utmost satisfaction of customers and relevant stakeholders.

Personal info:

Nationality:

Sudanese

Age:

24 years

Email:

madani2806@gmail.com

Location:

Deira, dubai, UAE.

Languages:

Arabic (native)

English (fluent)

Phone:

+971 524208485

Work Experience

Customer service

mile DM Company | January 2019 - June 2021

- Helping customers with complains and questions.
- Keeping records of customers transactions and reactions.
- Organizing workflow to meet customers timeframes.
- Processing orders, forms, applications and requests.
- Recording details of actions taken.
- Maintaining customer databases.
- Managing administration.
- Provide feedback on the customer service process.

English trainer & Deputy manager

Leaders makers center | 2017 - 2019

- Students registration process.
- Social surveying about student and their environments.
- Receiving parents at the center and answering their queries.
- Attendance administration.

Academic History

Sudan university of science and technology

Bachelor degree | electrical engineering

British Educational Institutes

Secondary school graduate

Specializations & skills

- Customer services
- Inbound & outbound calls
- E-mailing
- reporting and monitoring
- Communication skills
- team work
- problem solving
- Desicion making

Software & computing skills

Microsoft word
Microsoft PowerPoint
Microsoft excel
Adobe photoshop
Adobe illustrator
Adobe premiere
E-commerce