

CURRICULUM VITAE



Sabir Alhassan

Visa Status: - Visit Visa Valid for 2 months

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Call Center and Customer Services Specialist

SUMMARY

Call Center and Customer Service Specialists with 5 Years of exceptional Track Record in Call Center and Customer Services with a high level of customer satisfaction and perform a variety of tasks such as resolving complaints, providing instructions, answering or referring inquiries and implementing procedures. The job requires interacting with people and the best resume samples showcase good communication skills, patience, courtesy, a friendly attitude and the ability to solve problems

Interacting with the company's customers over the phone so that all transactions and activities can run smoothly. receiving phone calls, answering to customers escalated issues, directing them to the appropriate personnel, verifying information for incoming orders, maintaining the database of the call center, offering suggestions, streamlining processes and procedures, reporting about malfunctions, and updating job knowledge by participating in seminars and workshops.

Computer Skills and Profile Highlights: -

- Staffing, Problem Solving, Positive attitude, Ability to Learn.
- Ability to handle multiple tasks simultaneously.
- Ability to work under time pressures.
- Very good working in Telecommunication
- Good Working in Computer
- Very Good in Network System LAN and WLAN.
- Very Good in Mobile Smart System
- Very Good in Microsoft Word and PowerPoint

EXPERIENCE

Zain Telecommunication (Sudan- Khartoum)

Call Center and customer services 01/03/2016 – 01/03/2017

Responsibilities

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets.

Faisal Islamic Bank (Sudan-Khartoum)

Call Center and customer services 15/12/2020 – Present

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- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
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- Meet personal/team qualitative and quantitative targets.

EDUCATION

Future university (computer man college) Khartoum, from December 2009 to March 2013

College of Engineering BSc (honors) in Electronic Engineering

Training DETAILS:-

Training course in Network Department in Zain Sudan from 16 February to 17 March 2014

CCNA certification in Routing and switching in STUDATEL Academy from 13 April to 8 May 2014.

REFERENCE:-

Mr. Elnoor Matar /Supervisor /Zain Sudan .al Khartoum / Mob No. 00249912399810

Mr. Arbab Ahmed /Supervisor /Zain Sudan. Al Khartoum Mob No. 00249912323609