

CONTACT

Address

Sharjah, United Arab Emirates

Phone

00971545679871

Email

Eman.mohd.ent@gmail.com

Visa type

Residence

Nationality

Sudanese

LANGUAGES

Arabic Native

English Good

SKILLS

Communication

Active listening

Responsiveness

Adaptability

Empathy

Conflict resolution

Decision making

EDUCATION

Bachelors of engineering

Communication Engineering 2013

EMAN MOHAMMED

Customer services representative

PROFILE

Customer service representative with an extensive experience in sales and customer service environment. Proven ability to establish and maintain excellent communication and relationships with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skill combined with a superior knowledge of the customer service industry.

CAREER

Customer Service Representative

MTN telecom Co 2016 – 2017

- Maintained up to date knowledge of products and services.
- Handled customer calls and responded to queries about services, products, promotion and billing.
- Worked to understand the need of each customer.
- Handled large volume of calls on day to day basis with a sense of calm and good work ethic.
- Worked to address all customer concerns in timely and effective manner.

Customer Service Representative

Bank of Khartoum 2015 – 2017

- Verify clients by asking predefined date of birth, name and passcode questions.
- Provide account services to clients, including a full range of the bank's retail services.
- Answered average of 20 calls and emails per day, addressing customer inquiries, solving problems and providing new product information.
- Provide clients with information on account status and check.

Customer Service Representative

National Telecom Corporation (NTC) 2014 – 2015

- Respond to telephone inquires, providing quality service to customers and associates inquiring about the availability of products or status of orders.
- Listen attentively to caller needs to ensure a positive customer experience.