



ABDELRAHMAN ELHUSSEIN

CALL CENTER AGENT

SUMMARY

Oriented Call Center Agent having more than two years of practical experience in customer services adept at successfully and effectively interacting with clients, contractors, and customers across multiple worksites.

A productive team player, able to work to deadlines and targets. Looking to find a challenging & suitable position with an ambitious company/sector that offers opportunities for career development and enhancement.

EDUCATION

B.SC. In MECHANICAL
ENGINEERING (HONORS)

University of Khartoum
(2013 - 2018) | Sudan

CONTACT

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SKILLS

Language:

Arabic
English

Computer Skills:

MS Office:

Word
PowerPoint
Excel
Outlook

PROFESSIONAL EXPERIENCE

CALL CENTER AGENT

Alliance Company L.L.C | Sep.2018 - Dec.2020, Sudan

Responsibilities :

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Technical Proficiency and Understanding in/of Products/Services.
- Provide product and service information to customers.
- Research required information using available resources.
- Research required information using available resources
- Research, identify, and resolve customer complaints using applicable software.
- Process orders, forms, and application
- Route calls to appropriate resources
- Document all call information according to standard operating procedures
- Recognize, document, and alert the management team of trends in customer calls.
- Follow up customer calls where necessary.
- Upsell products and services.
- Complete call logs and reports.
- Other duties as assigned.

Skill Group:

Process
Optimization

Root Cause
Analysis

Inventory
Maintenance

Strong
communicati
on skills

Team work
player.

Office
Technical
Works


Public
Speaking

Quick
Learning

PERSONAL INFORMATION

 Date of Birth:

16 April 1997

 Nationality:

Sudanese

 Status:

Single

 Visa Status:

Visit Visa

 Driving License:

Sudan

 Gender:

Male

INTERPERSONAL SKILLS

- ✓ Ability to handle stressful situation appropriately.
- ✓ Excellent written and verbal communication skills.
- ✓ Troubleshooting and problem-solving.
- ✓ Risk Assessment and excellent understanding of all safety directives.
- ✓ polices regarding the operation of equipments and safe working practices at site.
- ✓ Excellent presentation skills
- ✓ Microsoft Office Suite.
- ✓ Well organized and dedicated to work
- ✓ Having the soul and the enthusiasm of team work
- ✓ Flexibility, ability and readiness to learn new technologies and grasp new ideas efficiently
- ✓ Financial product knowledge.
- ✓ Reliably fulfill duties during scheduled shifts, including nights and weekends (flexible).
- ✓ Escalate any customer complaints to the Team Lead and ensure solutions have been sort on the same on time.
- ✓ Document all call information according to standard operating procedures.