

LEEN NASRALDIN



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PROFESSIONAL SUMMARY

Administration & Customer Service Specialist.

Date of Birth: 24/08/1995

Nationality: Sudanese

Visa: Employment visa

Languages: Arabic (Native), English (Fluent)

SKILLS

Skills Set :-

- Highly computer literate with working knowledge of MS Office suite of applications (Word, Excel, Power point & Outlook).
- Excellent problem-solving skills
- Customer Relationship Management (CRM)
- Operations and multitasking skill.
- Administration and Documents control.
- Excellent organizational and interpersonal skills.
- Excellent communication skills both written and verbal.
- Self-starter with initiative to handle all levels of contact
- Ability to interact tactfully and effectively with customers, occasionally in situations where relationships may be strained.
- Ability to communicate clearly and precisely (oral and written)
- Ability to integrate well into teams & work towards achieving team results.

WORK HISTORY

Emirates National Oil Company (ENOC) Contact Centre April, 2019 - Current

CTS, Dubai, United Arab Emirates

Customer service representative:

- Handling large amounts of inbound and outbound calls along with follow-ups.
- Handling all Emergency related to sites operations, Maintenance and Customer care lines including Tasjeel, Fuel Marketing (VIP - Vehicle identification pass), Zoom Stores, Lubricants, Franchise and Auto-Pro
- Handling inquiries, complaints, emergencies, emails and reports efficiently, providing appropriate solutions and alternatives.

- Logging reported incidents in the Microsoft Dynamic 365 incident management systems.
- Handling communication procedures, guidelines and policies.
- Assist in training new employees with skills needed to handle the process and meeting the SLA.
- Escalating unresolved issues to 2nd level and ensuring all tickets are resolved within SLA.
- Ensuring customers satisfaction; by providing the right information and the required support.

Executive Admin Assistant (HR Dep.) August - 2017 to October - 2018

AFRA MALL , KHARTOUM , SUDAN

- Assist all employees with all queries related to administration services.
- Coordinate with travel agencies to issue tickets and manages the complete travel desk.
- Assist in certification process of supplier's invoices.
- Handling and assist all company staff with all activates such as company vehicles (Fuelling, registration, insurance and rotation services), distribution of office stationery and pantry supplies.

Customer Service Agent April - 2016 to May - 2016

Bank Of Khartoum, Khartoum, Sudan

- Ensure the smooth functioning of the Customer Service Both and Information Desk and assist In the overall Customer Service Program for the bank.
- Maintain an efficient filing system to ensure effectiveness in office operations.
- Receive, direct and respond to phone calls, emails / faxes and inquiry in a timely manner.

EDUCATION

NATIONAL UNIVERSITY , SUDAN, 2017

A-Levels: **BUSINESS ADMINISTRATION (B.A.) in MARKETING**

EXTRA PROJECTS

Volunteering Experience January - 2014 to January -2017

Future for Us Organization, Khartoum, Sudan

REFRECNCCE

Available on request.