

AKRAM KHIDIR IBRAHIM ABDELRAHMAN

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 Dubai, UAE

Personal Summary

Securing a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Work Experience

Customer Services Representative

Tabby L.L.C

Dubai, United Arab Emirates

25/01/2023 – 27/11/2023

Inbound Calls Handling:

- Assisted customers effectively through inbound calls, ensuring prompt issue resolution.
- Maintained a customer-centric approach to enhance overall satisfaction.

Email and Chat Management:

- Managed customer inquiries and concerns through email and chat channels.
- Delivered timely and accurate responses, contributing to a positive customer experience.

Promotion to L2 Priority Team (Payment Department):

- Escalated Payment Issue Resolution:
- Addressed escalated problems related to payment issues, ensuring comprehensive analysis and solutions.
- Collaborated closely with the payment department to resolve complex customer concerns.
- Continuous Improvement:
- Participated in ongoing training sessions to enhance product knowledge and customer service skills.
- Provided valuable feedback to improve existing customer support processes.

**Customer Services Representative (Inspector),
Dubai Economy Department (DED)**

10/2022 – 12/2022

Emergency Measures and Product Certification:

- Implemented emergency measures, including shutting down production facilities when product safety was compromised.
- Certified and labeled graded products to ensure compliance with standards.

Regulatory Compliance and Prosecution:

- Explained and enforced laws and regulations, defining necessary requirements for agricultural personnel.
- Prosecuted cases related to consumer rights, demonstrating problem-solving skills.

Target Achievement:

- Successfully dealt with daily cases, meeting assigned targets in a timely manner.

**Customer Services Representative,
MedCare Hospital**

01/2022 – 07/2022

Call Handling and Patient Management:

- Handled calls, managed patient queries, and sent medical files based on requests.
- Booked patient appointments and ensured customer satisfaction through effective communication.

Adaptability and Time Management:

- Proven ability to answer queries in a timely manner and work under pressure during peak hours.

**Customer Services Representative
Ministry of Energy and Infrastructure**

05/2021 – 10/2022

Dubai, United Arab Emirates

Hearing Impaired Support and Administrative Tasks:

- Offered users with hearing impairments a relay service, ensuring effective communication.
- Determined and provided quotes for the costs of services like long-distance connections.

Administrative Efficiency:

- Performed administrative tasks, including typing, editing, and organizing messages.
- Kept track of all incoming and outgoing calls, along with associated toll costs.

Staff Supervisor

MBC Group

02/2014 – 08/2016

Jeddah, Saudi Arabia

Process Improvement and Reporting:

- Developed new procedures and processes to improve the company's workflow.
- Created and compiled weekly and monthly reports, maintaining archival records and database systems.

Training and Team Development:

- Trained new employees and provided ongoing individual training to maintain staff accountability.
- Organized group activities and art projects for Junior and Senior classes.

Organizer

King Abdullah Sport City Stadium

05/2014 – 08/2016

Jeddah, Saudi Arabia

Work Order Management and Documentation:

- Sent work orders or production schedules to the departments, ensuring timely execution.
- Provided documentation and information to account for delays, challenges, or adjustments to cost projections.

Process Optimization and Progress Tracking:

- Examined documentation, materials, or products to determine completeness, correctness, and compliance to standards.
- Rewrote production schedules along with management, marketing, sales, production, or engineering due to design modifications or delays.

Education

Electrical Engineering, China University Of Petroleum, Qingdao, China

07/2022

Degree: Bachelor's

Thamer International School, Jeddah, Saudi Arabia

05/2014

Degree: High School Diploma

Personal Skills

- Excellent English and Arabic Skills, both written and spoken.
- Fluent spoken Mandarin (Chinese) only.
- Knowledgeable and excellent at dealing with customer issues and requests.
- Good Knowledge of Computer applications, use of the Internet and Microsoft Office Applications.
- Charming leadership qualities and energetic team player.
- Willingness to learn new skills, self-motivated, self-confident,
- Creative and resourceful.
- Excellent interpersonal and persuasive skills.
- High sense of responsibility.

Reference

Available upon request