



# ABDO HASSAN FADUL ELSHEIKH

Call Center Representative

## PROFILE :

Call Center Representative who communicating with clients to assist them, solving their issues, complaints, or other questions about our services, either over the phone or through e-mail. And make sure of stability and smooth running of computer systems and ensuring users get maximum benefits from them, individual tasks vary depending on the size and structure of the organization.

## PROFESSIONAL EXPERIENCE :

### Call Center Representative:

Sudanese Electricity Distribution co. ltd. –  
March 2018 – May 2019

- contacting customers through hot line.
- Receiving issues from customers.
- Evaluate system issues, classify it and solve it.
- Transfer some issues to other departments according to the classification of the issue.
- Prepare daily, weekly, monthly, quarterly and yearly reports.
- Answer phones and customer requests and complaints in an efficient manner.
- Transfer calls to appropriate place.
- Report to supervisor with any problems or suggestions to better work atmosphere.
- Assist customers in a timely manner to avoid long waiting times.
- Calm frustrated or upset customers by providing excellent and friendly service
- Answer all customer questions and complaints

### Security guard

Umm Alquwain security services – September 2020 – April 2022

## CONTACT :

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abdohassanf28@gmail.com  
Umm Alquwain – UAE  
Date of Birth : 29/03/1996  
Nationality : Sudanese  
Gender : Male  
Marital Status: Single

## EDUCATION :

### SUDAN UNIVERSITY OF SCIENCE AND TECHNOLOGY

Bachelor of Arts in English Language  
09/2013 – 10/2017

## PROFESSIONAL KILLS :

- Work effectively both team member and independently.
- Self-motivated and dedication.
- Creative and initiative thinking.
- Excellent communications skills.
- Excellent reporting and presentation skills.

### Languages

Arabic  
English  
Urdu

**Elite American school - September 2020 –January 2021**

- Welcome visitors and pupil's parents, check their temperatures and entry their data.
- Patrol whole school, report and solve problems, and organize the parking area.

**Reliver in palma beach , royal residence and vida Beach hotels - January 2021 – April 2021**

- welcome customer and take their ID to the front office.
- Answer customer inquiries and guide them.
- Enter customer's number, room and vehicle number in the register.
- Answer customer calls and handle their complaints.
- Monitor hotel's lobby and guide customers when they need.
- Patrol and report problems to the concerned department and update the dispatch.
- Receive and handover lost and found according to hotel standards procedures.

**Reliever in Wallstreet and Alfardan exchanges January 2021 – April 2021**

- Welcome customer, and answer their questions ,and organize queue.
- Give customers receiving and sending forms.
- Calm down angry customer.

**The Gate plastic industry L.L.C - April 2021 – April 2022**

- Welcome visitor and customer and enter their data and guide them to factory departments .
- Guide vehicles to the store and enter drivers and vehicles details.
- Stamp invoices of received and sent goods after checked by storekeeper and enter their data in the register.
- Provide first aid for labors.
- Patrol and inspect and report problems.
- Insure that all employees following safety procedures .