



SOBAHI SALIH YAHIA MUSA

CUSTOMER SERVICE Representative

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CAREER OBJECTIVE

To achieve a responsible Position in a professional organization with challenging environment to prove my capability and efficiency for the growth of my career as well as the organization. Seeking a position as call center representative at Leeds Groups, bringing ability to influence product purchase and provide information to customers.

EXPERIENCE

CUSTOMER SERVICE

AT

ZAIN - SUDAN

MAY/2019 – Up to FEB/2020

DUITES AND RESPONSIBILITE

- Provide customer service over the telephone or in person for all the needs of the customer Ensure that all customer complaints and service inquiries are handled in a professional, accurate, efficient and friendly manner.
- Respond to customer requests and questions regarding service. Analyze and rectify customer concerns using established procedures.
- Update customer information & records.
- Provide positive organizational image to the customer.
- Responsible for Query and Complaint Resolution and ensure customer delight by quality of complaint and query handling.
- Respond to customer requests and questions regarding service. Analyze and rectify customer concerns using established procedure
- Report on customer feedback

EDUCATION

BACHLORES IN MECHINICAL ENGINEERING
FROM
JAWAHAR LAL NEHRU TECHNOLOGICAL UNIVERSITY-
HYDERABAD /INDIA 2019`

TECHNICAL SKILLS

- Ability to work individually and with team.
- Team-leadership and mentoring
- Excellent selling, communication and negotiation skills
- Multilingual Arabic, English, Little Hindi.
- Good dealing with software Microsoft office.
- Ability to work under high pressure.
- Problem solving skills, strong organizational and planning skills and ability to achieve result and deadlines a problem
- Ability to adapt to new environments and willingness to learn.

LANGUAGE

- Arabic (Mother tongue- Native Speaker)
- English (Fluent)
- Urdu/Hindi (little)

Courses

- Microsoft Office
- Excel sheet
- PowerPoint

PERSONAL DETAILS

- **NATIONALTY** : Sudanese
- **GENDER** : Male
- **DATE OF BIRTH** : 03/09/ 1997
- **RELAGION** : Islam
- **DRIVING LICENSE** : Valid UAE driving license
- **MARITAL STATUS** : Unmarried