



Abdulrhman Khalifa Saad Eldin

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Visa status: Own visa with NOC (valid until April 2023)

Nationality: Sudanese

Experience

Call center agent at Al Futtaim Motors, Dubai, UAE (08/March/2021 to present):

- Inbound/ Outbound call.
- After sales services promotions.
- Service bookings.
- Sales promotions.

Document Controller at AMG TECHNICAL SERVICES LLC, Dubai, UAE, (08/09/2019 to 30/12/2020):

- Develops and maintains the projects department document control register.
- Records and files all documentation between the projects department, contractors, suppliers & Independent construction control consultants.
- Allocates document numbers to internally prepared documents and incoming documentation.
- Maintains updated records of all approved documents and drawings in the Document Archive and the File Server with easy traceability.

Call center agent at JC Deals (01/08/2017 to 01/09/2019)

- Respond to incoming calls from the customers to take their orders, answer questions and inquiries, troubleshoot problems, provide information and handle complaints regarding the organization's products or services.
- Contacting potential or existing customers to inform them about a product or service using scripts.
- Focusing on customer needs to close sales, and documenting customer information, purchases, and reactions

Teaching assistant at Sudan University of Science and Technology, College of Engineering, Department of Mechanical Engineering (14/11/2016 to 01/08/2017)

Education

Bachelor of Engineering (Honours) in Mechanical Engineering (Power), Sudan University of Science and Technology, College of Engineering, December 2016

ABOUT ME

Professional call center agent and document controller with more than 3+ years orders processing and couriers services.

I can speak Arabic, English, and Spanish.

I am resourceful, highly motivated, well-organized, and quick learner. I never save any efforts towards contributing to my company, learning new skills, and enhancing the already gained skills and knowledge.

I am looking forward to be part of your esteemed company to achieve our goals "I & YOU".

Skills

Telesales: _____

Microsoft Office: _____

Excel: _____

Arabic: _____

English: _____

Supply & logistics: _____

Interpersonal skills: _____