

# MOHAMMED ALMONTSER

## CUSTOMER SERVICES & CALL CENTER AGENTS

### Personal informations

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- ✉ Mohammedalmontser95@gmail.com
- 📍 (United Arab Emirates)
- 🏠 Sudanese
- 📞 +971581908470

### Summary

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I am dedicated to delivering exceptional customer service and support, consistently surpassing performance metrics such as call resolution times and customer satisfaction ratings. My goal is to utilize my strong communication skills, extensive product knowledge, and effective problem-solving abilities to guarantee a positive customer experience. By doing so, I aim to make a significant contribution to the overall success of the call center team.

### Professional experience

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#### CALL CENTER AGENT

7 Apr 22 - 6 Oct 23

*Tabark healthcare*

- Managing both incoming and outgoing calls.
- Addressing customer inquiries and promptly resolving their issues.
- Assisting clients in obtaining product information, facilitating order placement, and effectively resolving concerns.
- Conducting accurate data entry to record patient names and information.
- Distributing test samples to clients through both SMS and email notifications.

#### CUSTOMER SERVICES

3 Oct 19 - 3 Apr 22

*DAL for car rent*

- worked closely with customers to make sure they understood their responsibilities.
- Oversaw the inspection of vehicles upon departure with clients and upon their return.
- Established a seamless, omnichannel experience for discovering, booking, picking up, and paying for car rentals. This inclusive process accommodates customers, whether they initiate or conclude their journey through the company website, mobile app, rental broker, reservations call center, or airport counter.

### Education and training

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UNIVERSITY OF SCIENCE AND TECHNOLOGY

31 Dec 13 - 1 Jul 18

### Personal skills

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#### Other skills

- Multi-channel communication.
- Knowledge Retention.
- Active listening.
- Technical knowledge.
- Patience.
- Positive attitude.
- Problem solving.
- Typing speeds.

### Further information

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#### AWARDS & CERTIFICATION

- Customer Experience Management
- Cold calling.