

MOHAMMED ALMONTSER

CUSTOMER SERVICES & CALL CENTER AGENTS

Personal informations

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Summary

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

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

UNIVERSITY OF SCIENCE AND TECHNOLOGY

31 Dec 13 - 1 Jul 18

Personal skills

Other skills

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

Further information

AWARDS & CERTIFICATION

- Customer Experience Management
- Cold calling.