



# KHALID HAYDER ABDALLA SULIMAN

## OBJECTIVE

Confident and energetic service representative passionate about serving customers. Thrives in a challenging and fast-paced environment. Able to work under lower supervision and interact freely with customers and resolve issues quickly. Now looking for a rewarding position where I can serve customers and increase customer retention.

## EXPERIENCE

- **Power Line Infinity**  
*2/2020 - 2/2021*  
Customer care executive
  - Answering phone calls and attending to customers' questions.
  - Directing calls to concerned authorities.
  - Making records of customers calls and complaints.
  - Clarifying doubts of customers and explain the solutions.
  - Maintaining as well as updating account information of customers.
  - Making outbound calls to follow up with customers.
- **International English Centre**  
*3/2019 - 1/2019*  
English Teacher
  - Prepare and select the best education materials to ease the teaching process
  - Evaluate student progress and report to the administrative manager .
  - Aid the management to enhance the learning process.
  - Helping students improve their listening, speaking, reading and writing skills via individual and group sessions.
  - Attending social events.

## EDUCATION

- **Omdurman Islamic university**  
*2017*  
Electrical engineering

## CONTACT

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## SKILLS

- Good skills in MS Office
- Persuasive Speaking Skills
- Reliable and able to work under pressure
- Empathy
- Ability to use Positive Language
- Strong interpersonal skills, resourceful and committed team player
- Clear Communication Skills
- Patient and excellent listener

## LANGUAGES

- Arabic
- English

## PERSONAL DETAILS

- Date of Birth : 10/1/1995
- Marital Status : Single
- Nationality : Sudanese

- **National Examination Board in Occupational Safety and Health**  
*2021*  
NEBOSH CERTIFICATE
- **Google**  
*Ongoing*  
Google Project Management

## TRAININGS

- Training in Sudanese Refinery Ltd.Co
- Training in Thermal Bahri Station
- Training in electrical installation in Fu Hung construction company for 3 months

## COURSES

- NEBOSH Certificate
- Fire Fighting System
- PMP Preparatory Course
- Electrical Installation
- Teacher's Training Course (TTC)
- English Proficiency Certificate
- Introduction to Public Relations
- Digital Content Making