



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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📍 Dubai - UAE

in <https://www.linkedin.com/in/khalid-suliman-33522b210>

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