

EBTEHAG DAHAB RAHMTALLA DAHAB

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ABU DHABI - UAE

Summary:

Customer Service Representative with 3 years of experience with clinical nutrition background, call center and face to face service.

Strong communicator and team player and excellent problem-solving.

Professional history:

★ The Sudanese Mobile Telephone (Zain) Company LT

Khartoum – Sudan

Call Center Agent:

June 2015 – May 2016

- Answered phone calls and provided excellent customer service to improve customer satisfaction.
- Answered 150 calls per day and provided excellent customer service, helping increase customer satisfaction scores from 75% to 88%.
- Achieved one-call resolution 90% of the time.
- Trained and mentored 3 new employees on conflict resolution and CRM.

Front Office Agent at retail shop:

June 2016 – Oct 2020

- Resolve 100+ daily customer inquiries in person and register 50+ daily new sim card via system, consistently exceeding targets
- Helped develop a new way to cut waiting time in half to the customer.
- helping increase sales 10%.

★ MANNOTA Company for Trade and Investment LTD.S

Khartoum – Sudan

Assistant Manager:

Jan2014 - May2015

- Ensures that the manager's schedule remains up to date by scheduling meetings, travel time and appointments.
- Regularly updates computerized office calendars and sends reminders to office workers via email before important events.
- Wrote and delivered weekly status reports to management.
- Aided in bookkeeping, accounting and other clerical duties.

Educational History:

☐ Sudan University for Science and Technology, 2007 - 2012

B.Sc. Agricultural (Honors) Food Science and Technology

☐ Standard for Medical Devices, 2014

D.Sc. in Clinical Nutrition

skills:

- Effective written and oral communication skills.
- comfortable working as a member of a team and independently.
- Ability to work under pressure.
- High sense of responsibility.
- Professional Customer service and Customer satisfaction.

Language:

Arabic: Native

English: Fluent

Personal Data:

DOB: 16-August -1989

Marital Status: single

Gender: Female

Current address: ABU DHABI - UAE

References upon required