

Ummr Sadig

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PROFESSIONAL SUMMARY

I have acquired valuable experience in all facets of customer service, soft skills, target achieving, Team work, hardworking, adaptability to circumstance and work in environment with less supervision. I also provided exceptional customer service experience over the phone and face to face which exceed monthly metric requirements, including an AHT and best satisfaction rating. These skills have enabled me, in my most recent position, to reduce our response time to trouble tickets vastly and improving our client satisfaction ratios. Furthermore, I am multi-task oriented, enjoy a challenge, and continually stay abreast of the latest advancements in the Sales, Client services in addition to IT field which helped me too much in dealing with most complicated cases also to save significant time while handling cases. If you are seeking a customer service representative who has excellent people and problem-solving skills and who can easily provide optimum support to your operations, then please consider what I have to offer. I believe it would be mutually beneficial for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals.

WORK EXPERIENCE

Designation: Customer service representative

Company: Kawader Human Resources Consultancy L.L.C

Website: <http://www.kawader.biz/>

Location: Office No.1502, 15th Floor, Arabian Company Building - Airport Rd - Abu Dhabi, United Arab Emirates.

Phone: 0097126919000 & 0097124464404

Duration: March 22nd, 2022 till present.

I am currently working as outsourced staff for Al Ain Distribution Company (AADC) contact center in UAE, Abu Dhabi, Al Ain City performing the following duties:

- Communicate through inbound and outbound calls responding to customer inquiries regarding Al Ain Distribution Company services and escalate them to relevant department
- Handle water & electricity emergency reports and make sure they addressed properly to concern Team.

- Handle campaigns and tasks those given by management and coordinate with customers regarding them to ensure that service is delivered accurately.
- Update and maintain records for new and existing customer's accounts to be effective per company policy
- Receive the Non-emergency complaints such as bills, service delay, technical issues and coordinate with associated departments to be resolved properly within the timeline

Designation: Senior Technical Support Advisor (Tier 2)

Company: Teleperformance, Dubai

Website: <http://www.teleperformance.com/en-us>

Location: Rimco investments building - EIB 02 - Dubai Internet City, Dubai, United Arab Emirates.

Phone: 0097145563973

Duration: May 20th, 2018 till July 31st, 2021

I worked as outsourced staff for Apple Inc contact center in UAE, Dubai performing the following duties:

- Communicate through inbound and outbound calls with Apple devices users experiencing difficulties to determine and document problems experienced
- Provide base first and second level of IT support to non-technical personnel within the business
- Use internal ticketing systems to manage, track and process actions taken on customer accounts, passwords, and product support resolutions
- As a senior adviser handles escalations of the first level support team and coordinate with senior site engineers for resolutions
- Manage call flow and responded to technical support needs of customers as a first and second level technical support by utilizing the user guides, technical manuals and other internal resources to research and implement solutions for all Apple devices (Mac, iPhone, iPad and iPod)
- Collect, organize and maintain a problems and solutions log for use by other technical support analysts
- Apply wide technical troubleshooting steps to resolve technical problems encountered by users for both the software (IOS & macOS) and hardware relevant issues
- Enrich customer with instructional knowledge in order to identify technical issues and how to resolve them
- Work in touch with technical support analysts to Collect, organize and maintain problems and solutions log for use by other departments
- Multitasked across systems and applications, analyzed and resolved technical issues,

- and comfortably navigate a virtual work environment
- Demonstrate the ability to prioritize and manage time, as well as the discipline to work independent from team and manager

Designation: Contact Center Agent

Company: Cupola Teleservices (CTS)

Website: <https://www.cupolagroup.com>

Location: Address: Dubai Outsource City - Building 8 Manama St - Dubai, United Arab Emirates.

Phone: 0097143662000

Duration: Mar 17th, 2015 to May 31st, 2018

I worked as outsourced staff for a governmental entity in UAE, Dubai called Roads & Transport Authority performing the following duties:

- Professionally and confidentially respond to incoming call, email, chat and fax from customer regarding the corporation procedure and transaction
- Maintain complete and accurate documentation of all customer interactions and reports using CRM system
- Analyze account history and provide accurate information to assist in resolving client issues by utilizing resources to ensure first communication resolution
- Circulate the official corporation announcement and invitations to customers through emails
- Manage and circulate customer interactions between the firm internal departments (Roads, licensing, public transport and Marine department)

Designation: Sales Executive

Company: FIRST SELECT Employment Services

Website: <http://www.fsesuae.com>

Location: 1st Floor, Al Manara Building, Al Manara Interchange, Sheikh Zayed Road, Al Quoz – Dubai, United Arab Emirates.

Phone: 0097143807491

Duration: Sep 13th, 2012 to Dec 30th, 2014

I worked as outsourced staff for a reputable carrier in UAE, Dubai called Etisalat performing the following duties:

- Develop and maintain technical product or service knowledge to explain features to clients and answer questions about SIM cards, data plans and roaming services
- Sell, manage and fix prepaid and postpaid associated issues for existing and new customers
- Prepare and administer sales contracts for sold devices and services and maintain customer records on CRM system

- Estimate costs of installing and maintaining equipment or service (Mobile postpaid lines, Land lines and internet plans)
- Advise customer by recommend or assist in the selection of appropriate Item or services, and negotiate prices in addition to other sales terms

EDUCATION

Bachelor of Science (Honors).

Major: Biology

Duration: Sep 2005 - Sep 2010

Website: <https://www.uofk.edu/en>

Location: University of Khartoum - Faculty of Science , Nile St, Khartoum, Sudan

Phone: 00249917788622

LANGUAGES

- Fluent in Arabic as a native language
- Advanced level in English as a second language

SKILLS

- Typing speed of more than 50 WPM
- Knowledge and experience of Apple macOS and Microsoft windows
- Knowledge and experience of using CRM system
- Highly skillful at suggesting feasible and prompt solutions
- Excellent problem detection abilities that help recognize malfunctioning and errors
- Advanced level in reporting and presentation skills
- Capacity to work hard under pressure and less supervision
- Team spirit and target achieving
- Communication in a timely manner in a clear, easy-to-understand way to solve the problem.
- Patient to keep the conversation on track, remain personable and provide a positive experience.
- Utilize empathy and Technical knowledge to effectively solve problems and gain customer satisfaction.