



Ahmed Omer Ahmed

CALL CENTER AGENT

📍 UAE - Dubai

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PROFILE

Dedicated customer service professional with more than 2 years experienced in a fast-paced environment seeking an opportunity in team-oriented company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction.

SKILLS

- EXPERIENCE WITH MS OFFICE PACKAGES AND MAIL CLIENTS.
- EXCELLENT COMMUNICATION AND INTERPERSONAL SKILLS.
- ABILITY TO WORK UNDER MINIMUM SUPERVISION IN A
- MULTI-CULTURAL ORGANIZATION.
- CREATIVE AND A TEAM-WORKER.
- CUSTOMER SUPPORT SKILLS
- CALL CENTER VOICE PROCESS AND NON-VOICE PROCESS.
- INBOUND CALLS & OUTBOUND.

WORK EXPERIENCE

DATA ENTRY CUM CUSTOMER SERVICE

UNILABS

OCT 2021 TO MAR 2022

- Responsible to handling with customers needs and clarify information in case of change or add new information.
- Answer all customers questions professionally.
- Manage large amount of customers information accurately.
- Redirect customers to appropriate departments

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MTN telecommunications - Sudan

Jan 2020 to Aug 2021

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.

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ZAIN TELECOMMUNICATIONS - SUDAN

Jan 2019 to Dec 2019

- COMMUNICATING WITH CUSTOMERS THROUGH VARIOUS CHANNELS.
- INBOUND CALLS FROM THE CUSTOMERS IN CASE OF INCORRECT RECHARGE, MOBILE WIRELESS ISSUES, RECEIVING CUSTOMER'S COMPLAINTS.
- OUTBOUND CALLS TO THE CUSTOMERS TO PROMOTE COMPANY PRODUCTS AND BILLING ENROLLS.

EDUCATION HISTORY

- **BACHELOR OF LANGUAGE AND TRANSLATION**
- **ALRIBAT NATIONAL UNIVERSITY |2013 - 2018**

TRAINING AND COURSES

1. TRAINING COURSE IN ENGLISH.
2. TRAINING COURSE IN COMPUTER SCIENCE AND APPLICATIONS.