

fathia abdalgader mohamed salih

UAE_deira

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DOB : 31 AUG 1991

SKILLS

• Technical Skills :

*Good to use MS Office application (Word , Excel , Powerpoint , Access)

*knowledge basic of data base , oraca data base and my SQL

• Soft skills :

*good in communication skills

*excellent to manage my time

*i can work under pressure

*excellent to work as a team

LANGUAGE

• Arabic / mother language

• English / medium

EXPERIENCE

zain sudan

contact center agent

Duration : **1/4/2014 - 31/3/2015**

I obtained a variety of skills and gained experiences in customer care , problem solving and handling enquiries.

Nasport Air Handling Co . Ltd

passenger service agent

Duration : **18/3/2018 - 19/10/2020**

I Worked in Passenger Service Section to

Completing Passenger Procedures and Solving

Problem Passenger.

EDUCATION

The National Ribat University college of computer science

Bachelor

Passing Year - **2012**

Grades : **Second Class Honours-Division One**

TRAINING COURSES

Training period in the administration of administrative affairs at Bank of Khartoum

I Trained in all different departments .

Training period in media management, public relations and marketing

I Trained in all different departments .

CERTIFICATIONS

COURSE :

* Oracle / good study / from 19/8/2011 to 3/10/2011

*Network + (N+) / from 11/11/2018 to 27/11/2018

*Computer Maintenance (A+) / from 28/11/2018 to 4/12/2018

*E-Accounting / from 23/5/2021 to 31/5/2021