

## OBJECTIVE

To obtain a position that will allow me to utilize the skills gained at **Sudan University of Science and Technology, MTN Sudan, ENOC** and to secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

## EDUCATION AND TRAINING COURSES

### **Sudan University of Science and Technology**

Bachelor Degree of Economics

## SKILLS

- ❖ MS Package (Word, PowerPoint, Excel and Access)
- ❖ Designing Skills
- ❖ Excellent communication skills, reporting skills
- ❖ Ability to work effectively within a team environment and Flexibility.
- ❖ Quick learner and Confident and goal driven.
- ❖ Analytical Skills
- ❖ Business Planning
- ❖ Customer Oriented

## LANGUAGE

- ❖ Arabic (Native), English (C1), French (B1)

## EXPERIENCE

### **CUPOLA TELESERVICES – ENOC, Oct 2021– Current**

Call Center Representative

#### **Duties and Responsibilities:**

- ❖ Answer incoming calls and respond to customer's emails
- ❖ Management and resolve customer complaints
- ❖ Identify and escalate issues to supervisors
- ❖ Provide product and service information to customers
- ❖ Research required information using available resources
- ❖ Research, identify, and resolve customer complaints using applicable software
- ❖ Document all call information according to standard operating procedures
- ❖ Route calls to appropriate resources
- ❖ Recognize, document, and alert the management team of trends in customer calls
- ❖ Follow up customer calls where necessary
- ❖ Complete call logs and reports
- ❖ Other Tasks as assigned

### **MTN SUDAN, Nov 2020 – Oct 2021**

Risk Management Specialist

#### **Duties and Responsibilities:**

- ❖ Helping in the process of identifying and assessing the risks.
- ❖ Prepare Risk Management report identifying operational risks across all divisions and manage the risk register for MTN Sudan.

- ❖ Assist to supervise the Risk, Ethics & Compliance Champions towards identifying the mitigating risks within the various divisions and maintain an updated register to track all their inputs to Risk Management.
- ❖ Assist in developing key risks indicators and monitoring its thresholds
- ❖ Maintain the PRs dashboards and analysis updates with mapping to KRIs and Risks Register.
- ❖ Assist in conducting management, information technology, financial and operational risk assessments according to the annual risk plan and drafting relevant documents.

### **MTN SUDAN, FEB 2020 – OCT 2020**

Social Media Representative

#### **Duties and Responsibilities:**

- ❖ Answer and deal effectively with customer's inquiries and requests through Facebook and Twitter
- ❖ Prepare daily, weekly and monthly reports.
- ❖ Provide clear and adequate solutions for different complaints.

### **MTN SUDAN, JAN-MARCH 2019**

Call Center Representative

#### **Duties and Responsibilities:**

- ❖ Obtain Clients Information by answering Phone calls
- ❖ Inform clients by explaining procedures, answering question and providing information
- ❖ Record all call information based on guidance to clients as required

## **REFERENCE**

---

### **Almoataz Abdulla**

Senior Account Manager – Cupola Teleservices

+971506463730

### **Wisal Abdelrahman Ali Mahmadia**

Manager: FinTech and Digital Risk Management– MTN Sudan

+249922901566

### **Abd-Elbagi Eisa**

University Professor – Sudan University of Science and Technology

+249915387702