

Enaim Abdulla Usman Abdulrahman

Address: Universal trading company LLC Bldg. Khalifa Street Abu Dhabi, UAE

Mobile No. 056-7541195

Email: hollynwev@gmail.com

Date of birth: 29th – August 1999

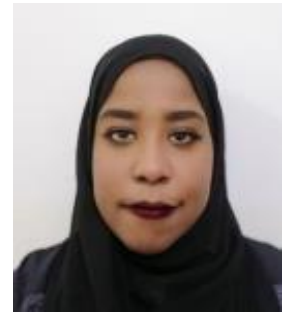
Nationality: Sudanese

Languages: Arabic and English

Civil Status: Single

Visa Status: Holding A Residence Visa Valid Till March 2024

References: To be follow upon request



CERTIFICATES & ACADEMIC

- ✓ Data entry volunteer in COVID-19 prime assessment centre SEHA from 29th AUG 2020 to 29th AUG 2021
- ✓ Training courses on basic passenger fares & ticketing from 19th JAN to 26th JAN 2020 from (SATC: Sudan Airways Training Centre).
- ✓ Training Program in Fare Construction, E-ticketing & reservation from 01st JULY 2019 to 30th JULY 2019, from High Level aviation academy.
- ✓ Has successfully completed English communication course with commendable results from 01st OCTOBER to 30th OCTOBER 2019, High Level aviation academy.

SUMMARY OF QUALIFICATIONS

- ✓ Work in Royal health group in United Arab Emirates, Abu Dhabi as a Call centre - Customer Service representative
- ✓ Work in Esrar Travel & Tourism agency in Sudan, Khartoum as a reservation and ticketing agent.
- ✓ With 2 yrs. of experience in Customer Service, Riyadh, KSA
- ✓ Computer literate –in different applications of MS Office (MS Word/ Excel. PowerPoint & Microsoft Outlook/email)
- ✓ Effective listening, verbal and written communication skills in Arabic and English
- ✓ Able to work well with all levels of internal customers, management and staff.

TECHNICAL SKILLS

Customer Service Oriented, a fast learner, adaptable and flexible, a motivator and approachable, energetic and positive attitude, Marketing and Sales Skills, Verbal Communication, Telephone Skills, Interpersonal Communication, Attention to Detail, Ability to Track Leads, Accuracy, Patience, Motivation, High Energy, Ability to Meet Goals, Data Entry, Product Knowledge,

PROFESSIONAL JOB EXPERIENCE

Company: ROYAL HEALTH GROUP - UAE
Location: Abu Dhabi, UAE
Position: Call centre - Customer Service
From: August 2021 – March 2022

Job Responsibilities:

- Call Center in the pcr project
- Working in the home vaccination program for the 3rd dose of vaccine
- Takes incoming customer calls, booking and rescheduling customer appointments
- Entering customer information in excel

Company: **SEHA - UAE**
Location: Abu Dhabi, UAE
Position: Data entry volunteer in COVID-19 prime assessment centre
From: August 2020 – August 2021

Job Responsibilities:

- Work on ESTIJABA system for HQP
- Install and removing quarantine watch
- Entering patient information in excel

Company: **AVON Perfumes & Beauty Products, Riyadh - KSA**
Location: Riyadh, KSA
Position: Sales Telemarketing cum Customer Service Rep.
From: January 2016 – January 2017

Job Responsibilities:

- Takes incoming customer calls, processes sales, and accepts payment for products and services
- Makes outgoing customer calls or cold calls in order to sell products and services
- Explains product pricing and negotiates bulk or package pricing
- Accurately and efficiently enters customer information into company databases for mailing and billing purposes
- Processes credit card payments and troubleshoots any issues that may arise
- Maintains a list of potential leads and follows up with those customers by making subsequent sales pitches
- Contacts customers in response to correspondence or feedback
- Monitors order status to ensure that clients receive orders in a timely manner
- Maintains working knowledge of products and services sold and keeps current on industry developments by reading current news or attending workshops.