



# Musa Abdalla

## call center agent

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### 📄 PROFILE

Customer Service /Call center agent with over 3 years of experience in telephone and Email customer service, including sales, tech support, and customer care. Familiar with major customer service software, and conflict resolution, and possess a positive attitude.

### 🎓 EDUCATION

#### BACHELOR DEGREE

SHARQ EL NILE UNIVERSITY COLLEGE

06-2012 – 10-2016

Khartoum, Sudan

### 📁 PROFESSIONAL EXPERIENCE

#### Customer service representative

LGS Matrix Services

09-2021 – present

Dubai, UAE

Outsourcing to Dubai Municipality offices. Handling telephone calls with appropriate greetings and assistance with customer inquiries.

Building a strong relationship with customers in terms of a high level of trust.

Get detailed information from customers regarding them inquiries and provide correct instructions.

Provide information on company offers and presentation

Proactive communication with clients.

Collecting and analyzing customer feedback and developing it

Document knowledge in useful content.

#### Customer service representative,

Vodafone Egypt

2020 – 2020

Cairo, Egypt

Handle phone calls with appropriate greetings & assisting with Customer queries.

Build a strong relationship with customers in terms of a high confidence level.

Obtain detailed information from customers regarding their queries and deliver correct instructions.

Delivering information about a company's offerings and Providing proactive customer outreach.

Collecting and analyzing customer feedback and Developing and documenting knowledge into helpful content.

#### Call Center Agent

MTN Telecom Company

01-2018 – 01-2020

Khartoum, Sudan

Handle 120+ customer interactions per day, giving detailed, personalized, friendly, and polite

service to ensure customer retention and satisfaction.

Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells.

Provided basic technical support for clients on a wide range of company products.  
Remained courteous and calm at all times, even during moments of intense customer displeasure.  
Answered basic questions that customers have about both Post and Pre-Paid service.

## SKILLS

- Customer service experience
- Time management skills
- Commendable Computer Skills
- Eager and willing to learn
- Innovative and Strategic Thinker
- Microsoft excel
- Team work and Collaboration

## LANGUAGES

- Arabic
- English

## COURSES

**Communication science**  
*Diploma DEGREE*

01-2015 – 07-2016  
Khartoum, Sudan