



## AMIR AHMED YASSIN

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10/10/1991

### OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

### SKILLS

- Computer Programs
- Customer Focus
- Communication Skills
- Negotiations Skills
- Problem Solving Skills
- Csp System

### ADDITIONAL INFORMATION

Enthusiastic and hardworking person by nature  
,Adaptable,Punctual

### INTERESTS

- Self developing
- Reading
- Social media

### LANGUAGE

- Arabic (Native)
- English (conversational)

### EXPERIENCE

25/10/2021

#### **Sihool Aleastiwa**

Sales Executive

Assists the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.Pre pares and then follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.

1/9/2015 -  
13/10/2016

#### **Zain Telecom's**

Contact Center

Ensuring that the service delivered to client's customers meets the Key Performance Indicators ('KPIs') for the role.Receiving in-bound calls from customers,Providing high quality customer service by listening attentively, clarifying customer requirements , using decision-support tools and resources for answering customer enquiries efficiently and politely with correct and complete information and redirect them where appropriate.

### EDUCATION

2013

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

Aeronautical Engineering Bachelor

2.38