



Call Center Representative who communicating with clients to assist them, solving their issues, complaints, or other questions about our services, either over the phone or through email . And make sure of stability and smooth running of computer systems and ensuring users get maximum benefits from them, individual tasks vary depending on the size and structure of the organization, also I have the advantage of my experience in technical support

SANA ATTA OBAID MOHAMMEDKHAIR

CONTACT:

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Al Nahda - Sharjah UAE

EDUCATION:

BSC in honors Statistics & computer science

School of mathematical sciences

Gazira University

COURSES:

- **Certificate in maintenance and networking** 2004

Aniline University

- **Certificate in Programming** 2004

Aniline University

- **Course in Sql Server, Crystal Report** 2013

Ministry Of finance and National Economy

- **Course in Sql Server, Crystal Report** 2011

Ramco Systems, Chennai, India

- **Certificate of participation in java** 2014

APTECH Institute

- **Certificate of TOT** 2015

Top quality for training and Human Resource Development).

- **Course in English Language** 2016

Ministry Of finance and National Economy

- **Course in English Language-** 2015

(American CLUB)

- **Certificate of web site design** 2016

Gazeera training and human resource s development

- **Certificate of basis accrual an cash** 2014

Aloulfa for Financial Accounting Studies

Professional Experience:

Contact center agent:

Ministry of Finance and Economic Planning | Khartoum | 2018

Customer service agent for Electronic Collection and Payment who deals with customers through Hotline and:

- **Answer customer's questions and enquiries .**
- **Terminal problems solving**
- **Solve network problems**

ZAIN International Telecom company | Khartoum |

Customer service agent who deals with customers through Hotline and:2010

- **Answer customer's questions and enquiries.**
- **Promote telecommunications products and services.**
- **Register customer's complaints and escalate it to the concerned departments.**
- **Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.**
- **Updates job knowledge by studying new product descriptions; participating in educational opportunities.**
- **Accomplishes sales and organization mission by completing related results as needed.**

PROFESSIONAL SKILLS:

- Windows all version
- Oracle programming language (dba, design)
- Database applications (oracle sql, access)
- Sql Server, Crystal Report
- Computer maintenance (software and hardware).
- Networks installation, configuration and troubleshooting under different operating systems.

PERSONAL SKILLS:

- Work effectively both team member and independently.
- Self-motivated and dedication.
- Creative and initiative thinking.
- Excellent communications skills.
- Excellent reporting and presentation skills.

LANGUAGE:

- English language fluent
(written and spoken)
- Arabic language
(mother tong)

REFERENCES:

Up on request.

Teaching assistant:

College of computer science and Information technology -
DLTA University 2011-2012

Who responsible for:

- **Reviewing material with students to reinforce lessons**
- **Encouraging proper behavior by following and enforcing school and class rules**
- **Helping teachers with administrative tasks, like attendance taking and recording grades**
- **Preparing equipment and learning materials ahead of lessons**
- **Supervising students both in and out of the classroom**

Teaching assistant:

College of computer science and Information technology -
Alnilin University 2003-2004

Who responsible for:

- **Help teachers prepare lesson plans**
- **Set up necessary material for classes (e.g. projectors, chemistry sets)**
- **Track student attendance and class schedules**
- **Review material taught in class with individual students with learning challenges**
- **Work with smaller groups of students for remedial teaching or reinforcing the learning process**
- **Escort and supervise students in field trips and school activities**
- **Make sure classrooms are safe and tidy before classes start**
- **Assist teachers with various tasks, like grading assignments and informing parents of their children's progress**
- **Help students adjust, learn and socialize and report to teachers about possible behavioral issues**