



MAZIN ABDALLA ELHAG HASSAN

CUSTOMER SERVICES & CALL CENTER
SPECIALIST



UAE, Abu Dhabi.



0527299028



mazinma051@gmail.com



Sudanese.

ABOUT

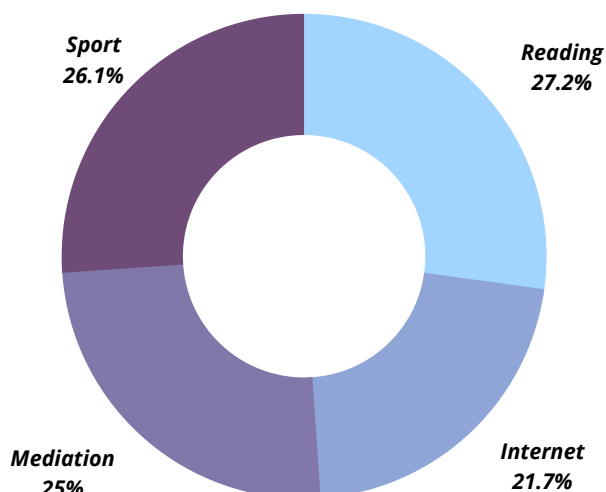
I am quite creative, and can really shine when it comes to thinking outside the box. Extremely motivated to constantly develop my skills and grow professionally. I am confident in my abilities to come up with interesting ways in my field.

LANGUAGES

Arabic ●●●●●

English ●●●●●

INTERESTS



OBJECTIVE

Experienced call center and customer service professional with strong leadership and relationship-building skills. Client-focused with 2+ years of providing solutions to customers. Solid understanding of the call center systems and soft programs.

SKILLS

- Strong verbal communication
- Excellent customer service
- Familiar with Call center systems
- Strong knowledge of Microsoft Office
- Attention to details
- Problem-solving
- Extremely organized
- Self-motivated
- Motivational team player • Quick learner

EXPERIENCE

- Call Center Agent, *Glotel Company*, Jan to Dec, 2020.
(Etisalat) Abu Dhabi, UAE.
- Customer Service Agent, *Glotel Company*, Jan to Aug, 2021.
(Etisalat) Abu Dhabi, UAE.
 - Guides and assist the customers and provides general informations.
 - Identified interested and qualified customers in order to provide them with additional information.
 - Suggested specific products to meet customers' need.
 - Learned about competitor's products consumer' interest and concerns in order to answer questions and provide more complete information.
 - Recommended product or service improvement to the customers.
 - Maintain records of all customer interactions and transactions.
 - Provided ongoing support to customers.
- Data entry operator, *QURTASS GENERAL TRADING*, Sep, 2021 up to date, Abu Dhabi, UAE.
- professional mobile phone vendor, *Wad Medani general market*. 2014 to 2019, Sudan.

EDUCATION

Bachelor of Business Administration, *University of GEZIRA* | 2017

COURSES

- Accounting Program (Smacc), *City & Guilds Training & Human Development*, 15/1/2015 to 15/2/2015.
- TDRA- Mobile Registration Requirements, *Etisalat*, May 9th, 2021.

GENERAL SKILLS

