


HAITHAM ZAKARIA ALNOUR SOLIMAN

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 Male

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 UAE, Dubai, Al Nahda 2,

OBJECTIVE

An enthusiastic self-motivated individual with excellent interpersonal skills the ability to take responsibility & work as a team. Quality & customer focused with the drive to achieve results. To seek a challenging & responsible assignment in a reputable organization, where I apply my current skills & knowledge

SKILLS

Language:

Excellent conversational English And Arabic

Computer:


Good working knowledge of MS Access, Excel, Word and PowerPoint ,CRM systems

Good knowledge in Microsoft all operating systems.

Professional:

Strategic leadership, time management ,team development, strong communication skills,Problems Solving, adaptability

EDUCATION

 **University of Kassala**, Bachelor degree in Education English Language and Linguistics.

2013 - 2018

Successfully completed Bachelor degree in "Education English Language and Linguistics". covered a diverse range of topics with how to focus on the relationships between language, society and culture. how to develop a thorough understanding of the role language plays in different social contexts, such as in traditional media and on social media, in teaching and education settings, in professional institutions, and in creative language use such as novels and films, also explore the links between language and the mind, and study the sounds, words and structures of English.

PROFESSIONAL COURSES

- First Aids Course –Sudanese Red Cross And Red Crescent Association.
- Translation Course At "Sotshi Training Center For Languages, computer and Human Resources.

WORK EXPERIENCE

 **Arabian automobile association**, Senior customer service executive

2019 - 2022

The Arabian Automobile Association is the first and most reliable source of help for those requiring roadside assistance. Over the last two decades AAA has built an impeccable reputation for delivering fast and efficient 24 hour service to emergency callers and other road users facing difficulty is a company managed professionally at all levels. Our Operations department, including the Centralized Control Room is manned by qualified, experienced, well trained and above all customer oriented multi-lingual service representatives

INTERESTS

I like to socialize my self , interact with people, exchange the ideas, learn new things. I love traveling and I'm a sports enthusiast

ADDITIONAL INFORMATION

NATIONALITY - SUDANESE

Experience :

- Energetic customer oriented attitude
- helping customers immediately
- Polite and obliging behavior when dealing with customers
- Identified customer needs through active listening techniques to initiate referrals to colleagues
- Handled customer inquiries, complaints, payment services, questions and service requests.
- Ability of Managing Work Pressure.
- ERP, CRM system handling and provide a fast and good customer service using creatively problem solving skill
- Maintained a positive attitude at all times in a fast-paced environment
- Helped company attain the highest customer service ratings
- Handled daily clients request mails, updated to higher management and provided mail services on time Dispatching

 **Adult Education Center**, English Language Teacher

2014 - 2017

Experience :

- Planning course material and activities Assessing the students progress (homework, exam grades, etc.)
- Building trusting relationships with students, parents, and other staff

 **Jamma'a Secondary School For Girls**, English Language Teacher

2017 - 2018

Experience :

- Previous experience as an English teacher
- Knowledge of various teaching methods
- Deep understanding of the national curriculum and English language requirements Exceptional organizational and communication skills
- A patient and resilient personality Dedication to students and education