

*Dear HR team,*

*With reference to the above mentioned post kindly forward my Letter of Application for your kind and considerate perusal.*

*I have always cherished the idea of working in a reputed organization and with qualified professionals. I am sure, if given an opportunity to work with you, I will be able to give full justice to my potentials and work for the better of your organization.*

*If given the opportunity to become a part of a most esteemed organization, I promise to fulfill all duties entrusted to me to the optimum satisfaction of all superiors.*

*Awaiting for a favorable reply.*

*Yours Sincerely,*

***Mohamed Abdelrahman Khalil***

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Name: Mohamed Abdelrahman Khalil Mohamed

Nationality: Sudanese.

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Email: Mohamedxy1991@gmail.com

Language: Arabic - Native  
English-proficient



### **CAREER OBJECTIVE**

To utilize available opportunity to fully exploit my potential and to apply my skills, knowledge and experience to build a successful career in an environment that provides challenge and dynamism professionally while seeking more growth.

### **PERSONAL PROFILE**

Am social, enthusiastic, hardworking, result oriented and self-motivated person able to work under pressure and minimal supervision, eager to learn, adaptable and creative with a passion for excellence, optimistic, honest, outgoing and a team player.

### **WORK EXPERIENCE (IN UAE)**

**Customer Service Representative High Value VVIP Customer- Etisalat, Reach Employment Services-LLC ,January 2020 to August 2022.**

#### **Duties and Responsibilities: -**

- Receiving complaint's from end user's through inbound Call's.
- Answer All Emirati VVIP Sheikh's And Nobel's inquire's for new Service's and Product's.
- Follow up VVIP Customer's Complaint's and Escalate it to the concerned Department.
- Manage VVIP Emirati Customer's Account's Like Delete,add,Upgrade and Downgrade Services.
- Troubleshooting Mobile and Landline Fixed Account's.
- Do outbound Call's To VVIP customer's for following up case's and Service's activation.
- Solving VVIP Customer Issue's During The Calls and transferring Call To IT Team If it need.
- Educate VVIP Customer's To Use Self Service Like Mobile App or Configuring Router's.
- Answer Both Arabic And English Call's And Email's.
- Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes.
- Maintain overall ownership of user's issue & service ensuring that they receive resolution within Agreed SLA.
- Respond to email's messages for VVIP customer's seeking help.
- Walk VVIP customer's through problem-solving process.
- Run diagnostic programs to resolve problems And Ticketing Tools To Book Complaint.

**Contact Center Agent - Etisalat, Raya Contact Center Gulf Fz LLC,  
April 2017 to January 2020.**

**Duties and Responsibilities: -**

- Handling the cases where the customers are complaining about their bills in terms of (Usage, rentals
- Answer All Emirati (Gold & NoN Gold Segments) Customer inquiries for new Services and Products.
- Manage Emirati Customer's Account's Like Delete,add,Upgrade and Downgrade Services.
- Troubleshooting Mobile and Landline Elife Accounts and Book Complaints if it required.
- Do outbound Calls To customer for following up cases and Services activation.
- Solving Customer Issue's During The Calls and transferring Call To IT Team If it need.

**WORK EXPERIENCE (IN Sudan)**

**IT Helpdesk Support, Ashraf Telecommunication Group LTD, May  
2015 to Apr 2016**

**Duties and Responsibilities: -**

- Provide a technical and remote support for installation and maintenance service for all ICT devices including telephony, computer equipment and peripherals. Record all installations on inventories.
- Carries out other administrative duties including user creation, password resetting and other related duties.
- Mange and coordinate all created tickets through Helpdesk (Manage Engine).
- Maintain overall ownership of users issue & service ensuring that they receive resolution within Agreed SLA.
- Provide information about incidents analysis.
- Project a positive image of ICT and maintain/develop good working relationships with both internal and external customers to improve service delivery. To ensure staff are kept informed on issues relevant to their needs.
- To proactively research and source new technology to identify opportunities to best meet developing business needs.
- To research issues and discover possible solutions before discussing them with the team and finally implement.
- Ensure all systems are backed up and backup media stored appropriately to enable data recovery as required, including the provision of Business Continuity Services
- Create technical and training materials in non-technical language as a self-service support method. Deliver training as required.

## **Sales & Customer service, Amjad Electronics Store-LTD, Jan 2010 to Feb 2015**

### **Duties and Responsibilities: -**

- Welcome customers as they arrive and inquire into their choice of electronic goods.
- Lead customers to designated aisles / shelves for their specified items.
- Provide customers with information regarding product features and benefits.
- Demonstrate features by employing knowledge of gadgets and technology.
- Respond to customers' questions and concerns and provide them with proof to back up your claims.

### **EDUCATION BACKGROUND**

<b>Year</b>	<b>Degree</b>	<b>University</b>
2012-2016	Bachelor Degree in Information Technology.	Future University-Sudan.
2016	CCNA Course	Site Power - Dubai
2017	Computer Networking Course	Site Power - Dubai

### **ADDITIONAL SKILLS**

- Excellent knowledge with internet techniques.
- Computer skills such as Microsoft word, excel, outlook and other applications.
- Leadership skills, Management skills, Interpersonal skills and communication skills.
- Polite, obeying, cooperative and listening to management and clients.
- Having a friendly and Professional manner.
- Immaculate presentation, always well smartly dressed.
- Ability to learn and use new technologies and to work under pressure individual or with team.
- Managing and perform backups in PC's.
- Installing authorized software to laptops and desktops.
- Install all applications to desktops and laptops.
- Ensuring security and upgrades are applied to desktops and laptops and kept up to date.

### **STRENGTHS**

- Focused, friendly, flexible and fast.

### **INTERESTS AND HOBBIES**

- Traveling, Gameing and Photography.

## PERSONAL DETAILS

Date of Birth	June 8th 1991
Country of Birth	Kingdom of Saudi Arabia.
Gender	Male
Driving Licence	Light Vehicle
Marital Status	Married
Visa Type / Expiry date	Cancelled Employment Visa
Passport No	P08517317
Expiry Date	21/11/2031
Current location	Dubai
Covid 19 Vaccination	Yes   3 Pfizer Dose's

Available Upon Request.