



MOHAMMED ABDELGADER IBRAHIM SHAIBO

Qualified customer service with extensive experience in route calls to appropriate resource, complete call logs and produce call reports. To work with a reputable company, to gain experience and to acquire professionalism in my career also to rise my knowledge and skills.

EMPLOYMENT

Sudan Electricity Holding Company Ltd.

Call Center Customer Support 1/Jul /2019 – 1/Apr /2022

- Answer incoming and outgoing calls.
- Management and resolve customer complaints.
- Place customer orders in the computer system.
- Identifying and communicating potential problems to the appropriate resources.
- Provide product and service information to customers.
- Close follow-up of work outputs and make correction of deflections.
- Research required information using available resources
- Communicating with engineers for emergency calls.
- Communication with senior management to put future plans according to data collected.

MTN Sudan.

Call Center Customer Service 1/Jul /2018 – 1/Jul /2019

- Answer incoming and outgoing calls.
- Management and resolve customer complaints.
- Place customer orders in the computer system.
- Provide product and service information to customers.
- Research required information using available resources.
- Research, identify, and resolve customer complaints using applicable software.
- Process orders, forms, and application.
- Route calls to appropriate resources.
- Follow up customer calls where necessary.

EDUCATION

Bachelors of Engineering (Honours) in Mechanical Engineering [2009-2014]

Sudan University of Science and Technology (Khartoum, Sudan)

PERSONAL INFORMATION

 Dubai, United Arab Emirates

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 ibrahimshaibo92@gmail.com

Sex Male | Date of birth 13/04/1992

Nationality Sudanese | Religion Muslim

LANGUAGE

- Arabic : Mother tongue
- English: Intermediate

SKILLS

- Communication Skills
- Teamwork
- Computer skills
- Problem solving
- Positive Attitude
- Perform report

SOFTWARE

- Microsoft Office
- Primavera P6