

Mazaa Mohamed Tahir Mohamed

CV

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**Profile**

*Energetic Customer Service Representative with 3 + years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.*

**Experience**

***Call Center Agent - DUBAI HEALTH AUTHORITY (20/ october/2020 – 20/January/2021 ) ( as temporary contract)***

- *Assist the customer to book to receive assistance*
- *Receive isolation patients' complaints and transfer complaints to the concerned department*
- *Transfer other calls to the competent departments*
- *Following up on on going customer cases and communicang progress to management and customer*

***Call center Agent Comtas Company LTD , Sudan -Khartoum***

***October 2018 – October 2019***

Major Tasks & achievements

- *Resolve 100+ daily /customer inquiries via phone and email, consistently exceeding targ*
- *Quickly and efficiently able to input, update, delete, add, amend customer data into Zaii database.*
- *Ensure compliance with all applicable policies & regular requirements on Information se*

***Customer Services Representative, Comtas Company LTD , Sudan -Khartoum October 2017 –October 2018***

Major Tasks & achievements

- *Made 30+ outbound calls per day to follow up with customers who were overdue in their payments.*
- *Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12% Handle customer queries, complaints, and concerns in a professional manner.*
- *Identify and assess customers' needs to achieve satisfaction.*

- *Build sustainable relationships and trust with customer accounts through open and interactive communication.*
- *Provide accurate, valid and complete information by using the right methods/tools.*
- *Meet personal/customer service team sales targets and call handling quotas.*
- *Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.*
- *Keep records of customer interactions, process customer accounts and file.*

#### ***Skills and Competencies***

- *Strong teamwork and collaboration abilities.*
- *Problem solving during trial any error experiments.*
- *Extensive organizational and administrative experience.*
- *Quality control.*
- *Report writing and professional communication skills.*
- *The ability to make quick decisions.*
- *Computer skills (MS office).*
- *Quick learner.*
- *The ability accounting basics.*
- *Excellent Spoken & Written Communication Skills (English & Arabic).*

**Education**      ***B.Sc. In (Organization Management) (Full Time)***

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- *Faculty Of Environment studies and disaster prevention - national ribat university / Khartoum sudan august 2014 grade (good)*

#### ***Training and courses***

- *ISO 9001:2015 internal audit in alroia alsabaa for management training & human resource development from 08 to 11 may 2017,Khartoum – sudan.*
- *ISO 9001:2015 awareness &documentation in alroia alsabaa for management training & resources development from 06 to 07 may 2017,Khartoum – sudan.*
- *Total quality management in in alroia alsabaa for management training & human resource development from 13 to 14 may 2017,Khartoum – sudan.*
- *Mini master in total quality management & excellence in London academy for training & excellence issue on 22 may 2017 , khartoum – sudan.*
- *OSHA general industry – aibiruni training center from 02 august 2015 to 04 august 2015, Khartoum sudan.*

#### ***Personal profile***

*Date of birth: 9/7/1993*

*Languages: Arabic mother tongue & English Very Good*

*Nationality: Sudanese*

*Marital Status: Single*

*Visa Status : Resident Visa*

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