



ELMOGTABA ELTAHIR

CALL CENTER AGENT/CUSTOMER SERVICE
REPRESENTATIVE



DUBAI, United Arab Emirates



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ABOUT ME

Calm and professional call center Agent/customer service Representative with experience in resolving customer concerns and dealing flexibly with change. Strongly focused with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines. Committed Call center agent with a solid two-year background working in busy office environments. Offers exceptional clerical and operational support to customer service Representative professionals. Strong communication and interpersonal skills with astute judgment when performing diverse daily tasks. Highly skilled at managing office supplies, paperwork, and project requirements.

LANGUAGES

ARABIC

ENGLISH

PERSONAL DETAILS

Date of birth
14-9-1993

Nationality
SUDANESE

Marital status
SINGLE

WORK EXPERIENCE

CODNAYS FOR DIGITAL SOLUTIONS

Khartoum

Jan 2017 - Jan 2019

Call Center Customer Service Representative

- Manage large amount of Inbound and Outbound calls in time manner.
- Order processing /Transaction management.
- Provided policies and procedures training to new employees each quarter to increase their knowledge and performance.
- Handled website inquiries daily and converted those inquiries into returning customers.
- complete handling and issues Resolution.
- Provided CSR performance feedback to initiate corrective measures and improve productivity as a result.
- Achieved accurate delivery times and goals for order fill rates by assessing customer requirements.
- Recognized and took advantage of opportunities to improve customer satisfaction to create repeat business.
- Responded to customer questions, provided solutions, and resolved issues quickly and effectively which increase in customer satisfaction ratings.
- Data Entry

FOR YOU COMPUTER IMPORT

KHARTOUM

Feb 2019 - Mar 2020

IT Support Specialist

- Troubleshoot computer malfunctions by disassembling computer systems to find resolutions.
- Provided user training and support by creating and presenting materials, webinars and wikis.
- Wrote technical papers, whitepapers, user manuals, instructions, and documents for IT support.
- CCTV installation and configuration.
- Managing Help Desk with software and hardware maintenance.

EDUCATION

UNIVERSITY OF SCIENCE AND TECHNOLOGY

Sudan - Khartoum
2016

Bachelor

B.Sc. of Information And Communications Technology (ICT)

SUDACAD ACADEMY KHARTOUM

High school diploma

Telecommunications Technologies in:

REFERENCE

REFERENCE AVAILABLE
UPON REQUEST.

DRIVING LICENSE

Driving license category
Home country Driving License

2020

- Optical Fiber
- N G N
- IP Technology
- Mobile Communication
- power systems

SKILLS

CRM SYSTEMS

CALL CENTER EXPERIENCE

MICROSOFT OFFICE EXPERTISE

MULTI-TASK MANAGEMENT

EXPERT

EXPERT

COURSES

NETWORK PLUS
CENTER

Jan 2020 - Mar 2020

CCNA

NETWORK PLUS
CENTER

Mar 2020 - Apr 2020

CCTV

HOBBIES

PHOTOGRAPHY