

APPLYING FOR CUSTOMER SERVICES

ADAM ABDALLA MOHAJER HAMMAD

Mobile No: - +971521151296

Email: www.jour2020@gmail.com

Dubai, UAE



PERSONAL INFORMATION:

- ✓ Nationality : SUDAN
- ✓ Gender : Male
- ✓ Date of Birth : 01/01/1996
- ✓ Passport No : P07068132
- ✓ Marital Status : Sigle
- ✓ Visa Status : Visit Visa
- ✓ Language : English and Arabic

CAREER OBJECTIVE:

To apply my comprehensive experience, skills and knowledge of **Customer Service** in a highly motivated multi-cultural company, where I can gain further exposure and heighten my competencies at the same time give significant contribution to the growth and development of the organization

PERSONAL SUMMARY

A highly competent, motivated and enthusiastic customer service officer with experience of working as part of a team in a busy office environment. Well organized and proactive in providing timely, efficient and accurate administrative Support to office managers and work colleagues

PROFESSIONAL EXPERIENCE

Worked as a Customer Service with AL Monir got in Sudan for 2 years
Worked as a Call Center English Language Center Sudan for 2 years

DUTIES & RESPONSIBILITIES

- ✓ Attends customer at the counter properly and with due respect
- ✓ Assist customer and give customer excellent shopping experience
- ✓ Respond to sales inquiries and concerns by phone, electronically or in person
- ✓ Ability to handle multiple tasks and solve customer queries efficiently
- ✓ Identifying customer needs and directing them to an appropriate product
- ✓ Excellent administrative and organizational skill
- ✓ Arrange merchandise according to display guidelines
- ✓ Tagging merchandise and replenishing inventory
- ✓ Work with team to meet the daily sales target
- ✓ Responsible for product and service presentation to clients
- ✓ Monitor and report on sales activities and follow up for management
- ✓

- ✓ Cross-sells company products by answering inquiries; informing customers of new product promotions responsible for product presentation to clients
- ✓ Resolves customer complaints by investigating problems; developing solutions; making recommendations to management
- ✓ Handle cash register and transactions with the customers in an effective and accurate manner as required

SKILLS AND STRENGTH:

- ✓ Highly organized and efficient
- ✓ Polite and professional manner
- ✓ Handle pressure with ease & efficiency
- ✓ High level of attention to details
- ✓ Team worker; an active participant and organizer at several places
- ✓ Energetic, enthusiastic, positive, self-motivated
- ✓ Flexibility to handle changes
- ✓ Ability to learn quickly and independently to work with under minimum supervision

EDUCATION QUALIFICATION:

High School Completed
Higher Secondary School Completed
Basic Computer Knowledge

REFERENCES:

- ✓ Available upon request

DECLARATION:

I hereby declare that the above information is true and correct to that best of my knowledge and believe

ADAM ABDALLA MOHAJER HAMMAD
DUBAI, U.A.E