



# Zeinebou Mohamed Elmoctar

Customer service representative with over 2 years of experience in the telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. I am a hardworking and motivated business analytics as well who had acquired extensive knowledge in the field through the study of business analytics and business administration at degree level and previous work experience. Aiming to use my proven skills to effectively fill the managerial roles in your company. I speak three languages Arabic French and English I understand Hindi and Urdu

## Personal

**Name**  
Zeinebou Mohamed Elmoctar

**Address**  
UAE  
Dubai

**Phone number**  
+9710588390912

**Email**  
zdiagly@gmail.com

**Date of birth**  
28-12-1998

**Place of birth**  
Mauritania

**Gender**  
Female

**Nationality**  
Mauritanian

**Marital status**  
Single

**LinkedIn**  
Zeinebou mohamed

## Interests

Traveling, reading, mathematics, analysis

## Work experience

<b>Sales executive</b> <i>Derby group of companies, Dubai</i> Proactive sales agent for Du telecom under Derby group of companies .Proactively sales the postpaid line to prepaid customer. .Handle calls and help customer to get the best plan as per there usage. .Inform the customer about the company terms and conditions from Du telecom. .Receive inbound calls call, inform them about there bill.	May 2021 - Oct 2021
<b>Customer service</b> <i>Equity, Dubai</i> Continually updating customers database, ensuring compliance with regulations.	Mar 2021 - Apr 2021
<b>Sales operators analytics</b> <i>BMI, Nouakchott</i> Fill the bank form for the loan Analysis the eligibility of the customer for getting the loan. Managing the customer account. sales credit card	Jun 2020 - Sep 2021

## Education and Qualifications

<b>Bachelor of business administration</b> <i>Lebanaise international university, Nouakchott</i> I have bachelors in business administration specifically in banking and finance	Nov 2018 - Feb 2021
<b>diploma in physics fundamental</b> <i>University of Nouakchott al assriya, Nouakchott</i>	Oct 2018 - Aug 2020
<b>Diploma in math physics and informatics</b> <i>University of Nouakchott al assriya, Nouakchott</i>	Oct 2017 - Jul 2019

## References

00971527682564 00971527682564	Derby groupe of companies
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## Skills

Word, excel, PowerPoint CRM, hupspot