

Asaad Elbagir

Address: Dubai, United Arab Emirates

Phone: 052 966 7856

E-mail: asaad.elbagir1234@hotmail.co.uk

Nationality: United Kingdom

Age: 25 **Sex:** Male

Marital Status: Unmarried

Knowledgeable and dedicated customer service and data entry professional with extensive experience in the industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Successful at achieving sales objectives with consistency. Service-driven team player with record of providing high-quality support.



Work History

**July 2021 –
Oct 2021**

AL-Futtaim Customer Engagement Center Agent

AL-Futtaim Trading Enterprises, Toyota Showroom, Dubai

- Received inbound calls and placed outbound calls.
- Successfully met personal/customer service team sales targets and call handling quotas
- Generating necessary system reports.
- Maintained solid customer relationships by handling questions and concerns with speed and professionalism and accuracy.
- Resolved customer complaints, managed database records, drafted status reports on customer service issues
- Keep records of customer interactions, process customer accounts and file documents.

**Nov 2020 –
June 2021**

Customer Service Representative /Data Entry Clerk

Global Business Company (GBC), Al-Khobar, Saudi Arabia

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Increased customer retention by 15% and added new customers increasing company production by 20%.
- Responded to customer requests for products, services and company information through phone, email and in person.
- Cultivated customer loyalty, promoted repeat customers and improved sales drastically by 30%.
- Provided preparatory customer support to internal and external customers.

Jan 2011 -
May 2014

Customer Service and Sales Assistant

Next Retail PLC, Lisburn, United Kingdom

- Researched and resolved account information issues for customers improving customer satisfaction and client retention by approximately 20%.
- Continuously established and maintained an excellent network of business relationship as a result of extensive interaction and communication.
- Handled all administrative aspects of sales including completing customer contracts and warranties, maintaining store inventory, accepting/processing customer payments.
- Increased sales by at least 8% each month by offering consultation on products and services and applying customer service and upselling techniques.



Education

Oct 2014 -
Oct 2020

Bachelor of Science: Information Technology

Bachelor of Science in Information Technology - Khartoum, Sudan

- Achieved 'B' grade in final project discussion.
- **Dissertation Title:** Online Ordering Systems for Pharmacies.
- **Purpose:** Created and designed a fully functioning online system which allows customers to purchase certain medicines and products safely and comfortably from their home over the use of day-to-day technology.
- **Software's used:** Windows, Apache Web Server, MYSQL Database, PHP Programming language, Visual Studio Code, Notepad++, Microsoft Visio.
- Selected to be an IT department representative for 3 consecutive years in the universities open day scheme for new students.

Sep 2008 -
Jun 2012

High School Diploma

The Wallace High School - Lisburn, United Kingdom

- Awarded the General Certificate of Secondary Education. (GCSE's).
- Achieved outstanding grades with the highest grade of A+ being in the IT subject.



Skills

International sales support

Recordkeeping strengths

Customer support

Microsoft Office

Telemarketing expertise

English and Arabic Fluency

Client communication

Inbound and outbound calling

Complaint resolution



Languages

English



Excellent

Arabic



Very Good

Hobbies

- Passionate and dedicated to physical fitness. Currently work out at local gym 5 days a week.
- Captained Rugby clubs many times which lead us to successful victories and trophies.
- Meeting and socializing with new people and different personalities.