

## Resume

### EMAN MOHAMMED ELTAYEB ISMAIL

Customer Service Representative

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Email : eman.mohd.ent@gmail.com  
Date of Birth : 25/2/1989  
Marital Status : Single  
Nationality : Sudanese

#### PROFESSIONAL SKILLS

- Time Management , Very Good
- Interpersonal Skills , Very Good
- Customer Service , Very Good
- Computer Skills , Very Good
- Motivation For Sales , Very Good
- Negotiation , Very Good
- Complaint Handling , Very Good
- Decision Making , Excellent

#### LANGUAGES

- Arabic , Native
- English , Good

#### OBJECTIVE

Customer service representative with an extensive experience in sales and customer service environment. Proven ability to establish and maintain excellent communication and relationships with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skill combined with a superior knowledge of the customer service industry.

#### EXPERIENCE

- Customer Service Representative** 2/2016-2/2017  
MTN Telecommunications Co Khartoum, SUDAN
  - Maintained up to date knowledge of products and services.
  - Handled customer calls and responded to queries about services, products, promotion and billing.
  - Worked to understand the need of each customer.
  - Handled large volume of calls on day to day basis with a sense of calm and good work ethic.
  - Worked to address all customer concerns in timely and effective manner.
- Customer Service Specialist** 3/2015-3/2017  
Bank Of Khartoum Khartoum, SUDAN
  - Verify clients by asking predefined date of birth, name and passcode questions.
  - Provide account services to clients, including a full range of the bank's retail services.
  - Answered average of 20 calls and emails per day, addressing customer inquiries, solving problems and providing new product information.
  - Provide clients with information on account status and check.
- Customer Service Representative** 3/2014-3/2015  
National Telecommunications Corporation Khartoum, SUDAN
  - Respond to telephone inquires, providing quality service to customers and associates inquiring about the availability of products or status of orders.
  - Listen attentively to caller needs to ensure a positive customer experience

#### TRAINING COURSES AND WORKSHOPS

- Effective Leadership** 30/4/2019 To 1/5/2019  
Better Life Center Khartoum City
- Time Management** 3/5/2017 To 7/5/2017  
Sudan University Of Sciences And Technology Khartoum City
- Customer Relationship Management** 15/4/2015 To 30/4/2015  
Charisma Training Center Khartoum City
- Marketing Management** 5/2/2020 To 1/3/2020  
Sudan University Of Sciences and Technology Khartoum City

#### EDUCATION

- Bachelor - communication Engineering** 2008-2013  
Academy Of Engineering Sciences - Sudan Khartoum City