

# MOHAMED AMIR ELHAG IBRAHIM

## Customer Service Representative

📞 0525546603

@ mohamedamiribrahim93@gmail.com

🔗 <https://www.linkedin.com/in/mohamed-amir-elhag-mba-99323a112/>

📍 Dubai



## EXPERIENCE

### Customer Service Representative

#### Roads and Transport Authority-(RTA)

📅 10/2020 - Ongoing 📍 Dubai

- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies Take the extra mile to engage customers

### Customer Service Representative

#### Dubai Health Authority-(Teleperformance )

📅 05/2020 - 09/2020 📍 Dubai

##### Temporary project

- Contact patients via telephone prior to their scheduled appointment
- Interview patients over the telephone to obtain a complete and accurate medical history, including surgical history and medications.
- Enter all patient data into electronic medical records within a timely fashion from phone contact prior to patient meeting with physicians.
- Answer phones in the Call Center as needed to respond to inquiries made by patients, vendors, insurance companies, and other medical facilities.
- Re-schedule patient appointments as required via telephone calls and written notification to patients
- Screen and route patient calls to other department's efficiently, ensuring accurate registration, appointment scheduling, and follow-up appointment scheduling in the database.

## EDUCATION

### Bachelor Degree Information Technology

[The National Ribat University](#)

📅 2005 - 2009

### MBA Degree / Business Administration

[Sudan International University](#)

📅 2014 - 2016

## SKILLS

Professionalism

Honesty and integrity

Problem-solving abilities

Ambitious

A team player

Time Management

Positive attitude

Teamwork

Willingness to learn

# EXPERIENCE

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## Passenger Parts Procurement

### Mitsubishi Motors- DAL Group

📅 08/2013 - 05/2018 📍 Sudan

- Orders automotive parts; verifies parts numbers from appropriate catalogs; prepares purchase request:-
- Management of Customer Orders- (VOR, Urgent and Normal orders)
- Process customer orders on time & scrutinize the daily critical reports and take action.
- Coordinate with Service Advisors, Parts Sales Advisors & Workshops Controllers' to close every JOB in ERP system for sales invoicing.
- Study back-order report and expedite with the principals for early delivery.
- Obtain expected arrival dates and inform the sales persons so that feedback can be given to the customers.
- Follow up sales of parts that are in sales-order stock before they become non-moving.
- Study stock aging reports to expedite sales of slow-moving
- Process dead stock reports at regular intervals so as to maintain a healthy inventory
- Expedite with principals for buy-back of non-moving parts and process buyback so that such parts are returned on time.

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## Logistics Coordinator

### DHL Express

📅 06/2012 - 07/2013 📍 Sudan

- Ensure customer bookings, shipment status and tracking calls are answered and responded to as per network standards.
- Ensure that the Shipment orders (SO) are closed in the system after the shipment has been dispatched from the facility.
- Regularly update the customer on the status of shipments and for the timely receipt of PODs
- Generate pick sheets for outbound shipments, and handover to the Floor In charge.
- Adhere to all inspections, certifications, legalizations and special processes for shipments destined for select locations.
- Offer alternatives to customers and potentially turn information calls into sales leads or identify other additional value added services to customers.
- Deal competently with customer complaints and take all possible actions to resolve any issues to their fullest satisfaction with minimal intervention of supervisor.
- Helping to achieve revenue targets through effectively promoting and selling DHL's products and value added services.
- Prepare necessary reports on inbound & outbound status reports, and any other reports as required by the Supervisor or customer.
- Handle customer's calls and inquiries.

# EXPERIENCE

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## Communication Assistant

United Nations

📅 09/2009 - 07/2011 📍 Sudan

- Answer incoming calls and respond to clients emails.
- Management and resolve client's complaints.
- Identify and escalate issues to supervisors.
- Research required information using available resources.
- Research, identify, and resolve client's complaints using applicable software.
- Process orders, forms, and application.
- Route calls to appropriate resources.
- Document all call information according to standard operating procedures.
- Recognize, document, and alert the management team of trends in client