



Yasir Kamal Mohamed

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DOB: 09/08/1990

Languages: Arabic and Fluent English

Driving license: international permit license

Graduate qualifications

**2017 University of
Garden City Khartoum,
Sudan
B.sc Communication Sciences (Public
Relations)**

**WORK
EXPERIENCE**

• **Costumer Service Agent**

Teleperformance company (Dubai Health Authority , Dubai Properties)

December 2020 till February, 1, 2023

Duties

Handling customers inquiries.
Handling reservations of Clinics and medical tests.
Issuing gate pass for residents and contractors .
Providing NOC for Major modifications

• **Call center agent, Zain Sudan, Khartoum**

Nov 2018 to Sep 2019

Duties

Answer phones and customer requests and complaints in an efficient manner.
Transfer calls to appropriate place.

Report to supervisor with any problems or suggestions to better work atmosphere. Assist customers in a timely manner to avoid long waiting times.

- **Executive Assistance**

Ministry of Physical planning, Residence & Public utilities – Sudan May 2017 to Sep 2018

Duties:

Work on Promote Ministry goals, including Email development, social media content creation and media Knowledge.

Build and maintain relationships with journalists, Clients and customers that will help advance our work.

Ensure all soft docs and hard recorded. Work closely with leaders and executives to develop our goals.

Professional skills

- CRM system.
- Microsoft Office (Word, Excel, Access, PowerPoint).
- Ready for training.