



MOHSEN OMER

CUSTOMER SERVICE
PROFESSIONAL



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Oman Street , Alnahda, Dubai, United Arab Emirates

Profile

A very Passionate, successful individual with a very good background in whole RTA services, and General management, with a passion for excellence. strong customer service skills resulting from more than 6 years of experience in the field. Expert at providing relevant information and options to successfully resolve issues.

Education

Bachelor degree of Business Administration, Omdurman Islamic University

2008 - 2012

Employment History

Customer Relation Executive, RTA Dubai 8009090

2018 February - Present

- Answer incoming calls and respond to customer's emails
- Register CRM cases in reference to customers' complaints and suggestions as well requests
- Manage and resolve customer complaints
- Identify and escalate issues to supervisors
- Provide product and service information to customers.
- Assign CRM cases to the right queue.
- Escalate urgent CRM cases to the management for a quick resolution.
- Create CRM grievance cases for dissatisfied customers.
- Highlight all cases which exceed SLA dates
- Closing or canceling CRM cases if requested by the customers
- Following up with the customers regarding the final resolution of their cases through phone or emails
- Processing all licensing transactions through the RTA system
- Providing full details about vehicles transactions such as registration, changing ownership, cancelation, and renewal.
- Maintaining customers' details by updating their information
- Contributing to the team effort by accomplishing related results as needed
- Research required information using available resources

Nationality

Sudanese

Languages

Arabic

English

Skills

Familiar With CRM System

Computer Skills

Presentation Skills

Excellent Track Record With Revenue Targets And Client Accounts

Capable Of Evaluating Financial Aspects Of A Strategy

Able To Communicate Complex Concepts To Subordinates, Peers, And Supervisors

Make Informed Decisions Based On Analyzed Data

Conflict Resolution

Analytical Skills

Client Support

Teamwork

- Validate the facts and information mentioned by both the customer and RTA concerned departments to ensure the provision of effective solutions.
- Monitor any patterns and the frequent issues that arise and raise them- with constructive feedback and innovative and positive suggestions- to the senior specialists for their action.
- Keep accurate records by registering and keying all related information in the CRM system.

call center Agent, Together For Quality Co.Ltd

2013 January - 2017 November

- Resolve customer complaints via phone, chat, and email.
- Assist with placement of orders, refunds, or exchanges.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Utilize computer technology to handle high call volumes.
- Work with the customer service manager to ensure proper customer service is being delivered.
- Closeout or open call records.

Courses

ICDL, Eltrgi Information Technology

2022 - 2022

TOT, Center for Human Resources Technology for Training and Development

2022 - 2022

Diploma in English, Evngelical school

2016 - 2016

ESL, Walz center for Computer and Languages

2013 - 2013

Diploma of Computer application, Al Danga Academy for Computer and Languages

2012 - 2012

Training

First Aid Training,Sudanese red crescent society (srcs)

2013 - 2013

References

Available upon request