



Ahmed Balla Mohammed Toom

Dubai

+971551897977 | ahmedballa888@gmail.com

Objective

Obtain a job as customer service representative where I can use my exceptional interpersonal and communication skills to resolve customer issues and foster a positive relationship between the customers and the company.

Experience

- **Dubai Health Authority - teleperformance** 7/11/2021 - 30/11/2021
Customer service representative
 - Handle all incoming telephone calls from patients.
 - Use salma system to schedule, cancel, reschedule and confirm appointments, and answers general questions and inquiries.
 - CRM and report all calls to team leader.
- **Yalla natlob company** 1/11/2018 - 30/12/2020
Customer service representative
 - Control inbound and outbound calls , answering customer inquiries, solving problems and providing product information.
 - Calculate correct order totals, update accounts and maintain details records for inventory management.
 - Promote available restaurants to customers.
 - Describe product highlights and benefits to help guide purchasing decisions.
 - Create customers orders and assign driver to the order, follow up with drivers until reach to the customer.
 - Ensure customers are satisfied.

Education

- **Sudan University of Science and technology** 2018
Bachelor of computer science and information technology

Skills

- Problem solving
- CRM
- Patient
- Positive attitude
- Empathy
- Active listening
- Communication
- Microsoft Office Skills

Language

- Arabic
- English

Summary

- Energetic Customer Service Representative with 2+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.