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# YOUSIF KAMAL YOUSIF SULIMAN

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## Objective

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Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Astute Call Center professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections. Self-motivated and true team player.

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## Experience

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- Gladius Technology** 2022 - Current  
Representative Executive  
Monitoring and collaborating across functions are subject to service capabilities to meet escalating needs and resolve escalation issues. Initiated effective sales techniques and pushed product sales to more than the amount, the app called Allin1UAE has been marketed at best in sales.
- Modern System technology** 2018 - 2021  
Customer Services  
Collect and analyze customer information to prepare product or service reports. Maintain customer satisfaction through forward-thinking strategies focused on meeting customer needs and resolving customer concerns.
- Air Navigation Center. ANC Sudan n** 2016 - 2017  
Call Center Associate  
Improve productivity by staying up to date with call texts and maintaining control over the direction of conversations. Provide exceptional customer service to each client by utilizing extensive knowledge of products and services and creating welcoming and positive experiences.

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## Education

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- Future University**  
Bachelor's Degree in Electronics Engineering 2015

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## Skills

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- Sales expertise Technical Support Money handling abilities Report preparation Order Fulfillment Inbound and Outbound Calling Complaint resolution Communications Skills

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## Projects

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- **Director of Omdurman Olympic Africa Center**

olympafrica programme for african NOCs-sport,was conceived by former international olympic committee.

In Sudan director of the center all participating in the foreign tournaments that were in Nigeria, Ethiopia and Eritrea, in which the center participated under my leadership.

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## Interests

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- Travel, photographer, sport, internet