

# Abdalla Ahmed Elamin

Experienced customer service professional with 3+ years in call centers and hospitality. Skilled in handling 50+ daily calls, resolving issues quickly. Fluent in Arabic and English, excelling in clear communication. Seeking to utilize expertise as a call center representative.



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Ajman, United Arab Emirates

## SKILLS

Good communication skills.

Multitasking

Problem solving

Microsoft Office

Ability to take responsibility

Acquire new skills quickly

work under pressure and an active.

## LANGUAGES

Arabic

*Native or Bilingual Proficiency*

English

*Full Professional Proficiency*

## WORK EXPERIENCE

### Call center

#### Zain Company

03/2018 - 06/2020

##### Achievements/Tasks

- Provided high-quality customer service to an average of 60 clients per day, maintaining a 90% first-call resolution rate.
- Consistently met and exceeded target of company by proactively identifying and suggesting relevant products and services.
- Commended for exceptional problem-solving skills and the ability to handle.

### Call center

#### Tirhal company

08/2020 - 03/2021

##### Achievements/Tasks

- Develop customer service strategies to increase customer satisfaction and loyalty.
- Handle customer inquiries, complaints, and provide general information.
- Utilize customer service software to track customer interactions.
- Assist customers with track orders, returns, replacements, and refunds.

## EDUCATION

### Bachelor of Pharmaceutical Sciences

National Ribat University - Faculty of Pharmacy

10/2017 - Present

## CERTIFICATES

### SKI pharmacy practice (2021)

*Sudan National Medical and Health Professional council*

### Pharmaceutical formulation (2022)

*Al-Raya Pharmaceutical Formulations*