

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