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**Address:** Dubai, UAE.

**Visa Status:** Employee VISA



## **OBJECTIVE:**

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To be associated with a progressive organization which can provide me a dynamic work sphere to extract my inherent skills as a professional, use and develop my aptitude to further the organization's objective and also attain my career target in the progress

## **Key Skills**

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- Experience with MS Office Packages and Mail Clients.
- Excellent communication and interpersonal skill
- Customer support skills
- VPN (networks)
- Creative Problem Solving
- Ability to Handle Pressure

## **Professional Work History**

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**Feb 2018 TILL PRECENT Cupola Teleservices (CTS) DUBAI UAE |**



**Call Center Agent/ Administrator**

**RTA project.**

### **Achievement/ tasks:**

- ❖ handle customer inquiries both over the phone and by email and chat.
- ❖ manage and resolve customer complaints.
- ❖ Coordinate between the departments and agencies. Support other departments in RTA such as the innovation department and Customer care
- ❖ department with full knowledge of the process and Procedures of these departments. Resolve most of the services problems by clarifying the customers complaint and determining
- ❖ the cause of the problem to select and explaining the best solution to solve the problem. Striving to achieve first call resolution and maintain the quality of service provided by the call
- ❖ center. Basic administration tasks like Registering complains, feed backs and requests for the
- ❖ customers. Building lasting relationships with clients and other call center team members based on trust
- ❖ and reliability.

❖ **Dec 2011 to Dec 2012** Zain Telecommunication LTD Sudan **ZAIN TELECOM SD.**  
**Customer service technical support.**



## **Responsibilities**

- The following are the some of the task where I had completed the customization based on customers
- **Inbound calls** from the customers in case of incorrect recharge, mobile wireless issues, receiving customer's complaints due to lack of resources.
- **Outbound calls** to the customers to promote company products and billing enrolls
- Follow up customers calls where necessary.
- Respond to customer inquiries.
- Managing and resolve.
- Generate customer interest in the services or products offered by the company.
- Obtains client information by answering telephone calls; interviewing clients; verifying information

❖ **August, 2015 to April 2016**      **Thought Works Technologies Private Limited , India.**  
**Helpdesk Support**



### **Responsibilities:**

- Deployment and management of end user infrastructure involves, laptops, desktops.
- Provide support for operating system, network connectivity, office software.
- Installing, moving add, and change activities for hardware and software.
- Setting up user accounts, permissions and passwords.
- Overseeing security of all systems, especially the internet, and installing antivirus.
- Troubleshoot and resolve requests and incidents based on priorities and SLA.
- Technical support for people using the network.
- New user's system deployment & management.
- Troubleshoot and coordinate with hardware and software vendors for resolution.
- Blue screen issues, no display issues, no power issues.
- Overheating problems. Missing DLL files.
- Desk top restarting multiple times issues.

## **Academic Qualifications:**

| Qualification   | Institute                              | Year of Passing |
|---|--|-----------------|
| <b>B.CA (Science)</b> bachelor's degree in computer application | Osmania university<br>Hyderabad, India | 2016            |

| Qualification   | Institute  | Year of Passing |
|---|--|-----------------|
| <b>Diploma in Electronic Engineering (Computer Engineering)</b> | Sudan University of Science & Technology Khartoum, Sudan | 2010            |

## Professional Certification

| Certification   | Year of Passing |
|---|-----------------|
| <b>CCNA:</b> Cisco Certified Network Associate ( <b>certified</b> ) | 2016            |

## PERSONAL DATA

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Nationality : Sudanese.  
Date of Birth : 20, 02, 1988.  
Passport No : P04181262.  
Marital Status : married.  
Gender : Male.

## LANGUAGES

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- English
- Arabic
- Urdu