



Mohamed Almustafa Ahmed Mohamed ABDO

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✉ 4th September 1990

EXPERIENCE

Experience in United Arab Emirates is Working as sales agent and property consultants in DAR ALSARH FOR REAL STATE BROKERAGE COMPANY In DUBAI from june 2023 till now.

✉ 2017 - 2023

Omdurman National Bank - Sudan
Customer service representative

- Obtain and process information required for the provision of services, such as opening accounts and savings plans and purchasing bank products.
- Answer enquiries and resolve problems or discrepancies concerning customers' accounts
- Inform customers of available banking products and services to address their needs.
- Check on the status of customer accounts and track checks and payments
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft or identity theft.

✉ 2016 - 2017

• IRADA
Credit analyst officer

- Assessing creditworthiness of existing or prospective clients. Examining financial transactions and credit history case by case.
- Completing ratio, trend and cash flows analyses and creating projections.
- Determine in depth the degree of risk involved.
- Carefully analyse data and produce clear and objective reports.
- Routinely monitor loans for compliance
- Adhere to credit policy and guidelines
- Monitor corporate portfolio asset quality on an ongoing basis.
- Draft models of credit information that predict trends and patterns.

✉ 2014 - 2015

Zain telecommunications
Customer service representative

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers,
- Offering patient assistance and support.
- Guide callers through troubleshooting, navigating the company site or using the services.
- Collaborate with other call center professionals to improve customer service.
- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.
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OBJECTIVE

Diligent and personable customer service seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.

SKILLS

- Attention to detail
- Active listening skills
- Problem solving skills
- Complaints resolution
- Interpersonal skills
- Patience

✉ Sharjah - alqasbaa

Take customer calls and provide accurate, satisfactory answers to their queries and concerns.

De-escalate situations involving dissatisfied customers,

- Offering patient assistance and support.
- Guide callers through troubleshooting, navigating the company site or using the services.
- Collaborate with other call center professionals to improve customer service.
- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.

Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.

Seize opportunities to upsell products when they arise.

EDUCATION



University of khartoum
Bachelor (general) in economic and social studies
V. Good



Sudanese International University
MBA
V. Good