




# SALI MAHGOUB

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## OBJECTIVE

To leverage my 7+ years of client-facing experience, customer service skills, and diverse expertise into a role that challenges me and supports my professional growth.



## EDUCATION

**B.Sc. in Information Technology | The Future University, Sudan**

2008 – 2012



## EXPERIENCE

**Seller Support Specialist on Marketplace Operations | Noon**

August 2018 – Present

- Act as the primary interface between Noon and its business partners/sellers; respond to sellers' inquiries through multiple channels (phone, email, etc.) to meet sellers' needs.
- Ensure sellers' compliance with company policies, procedures, and standards of ethics by demonstrating how to apply these in sellers' processes and practices.
- Provide appropriate escalation of sellers' issues and ensure prompt investigation and full resolution while always portraying the company in a positive light and considering the potential legal and financial ramifications.
- Liaise with other departments such as Customer Service, Warehouse, or Payments to resolve sellers' escalations and customers' complaints.
- Achievement: Received the highest number of sellers' appreciation calls in the department for the year 2019.

**Customer Service Associate | Cupola Teleservices**

January – June 2018

- Assisted customers in expediting orders and correcting post-sale problems and followed-up on customers' shipments and requested orders.
- Demonstrated excellent product knowledge to enhance customer support; researched and reviewed customer policies; and communicated effective solutions to customer needs.
- Kept records of interactions with customers as well as the details of customers' complaints, inquiries, and comments.
- Achievement: Received the highest number of sellers' appreciation emails in the department for the year 2017; nominated for employee of the month award.

## **Sales Administration Specialist | Advanced Power Systems Co.**

August 2016 – October 2017

- supported, administrated, and oversaw all sales operations processes (prepared tender documents, highlighted technical issues, reviewed contracts, processed invoices, etc.)
- Updated customer database with sales orders, delivery, and payment details.
- Liaised with the Logistics department to ensure timely deliveries.
- Ensured sales targets are met and reported any deviations.
- Developed the weekly sales reports.

## **Customer Service Representative | Aramex**

January – November 2015

- Provided quality customer service to walk-in clients, handled shipment tracing and resolve customer enquiries and requests.
- Processed and prepared cash shipments, resolved shipment problems, and clarified customers' complaints on the spot.
- Liaised with the Logistics and the operations department to ensure timely deliveries.
- Prepared service reports by collecting and analyzing customer information and maintain customer records and update account information.
- Identified and managed the frequent shippers promotions

## **Customer Service Representative | BMW Group - Sudan**

December 2013 – December 2014

- Respond to, and follow up on, phone and in-person inquiries from potential customers looking primarily for product availability, pricing, and payment information.
- Contact new and existing customers to discuss sales promotions; support sales by listening to customers' needs and suggesting appropriate products.
- Respond to inbound phone calls to develop customer trust and generate customer visits. Follow up with customers to ensure satisfaction and produce referrals.
- Schedule appointments for customers to visit the dealership, track data and be a liaison between customers and sales staff.



### **SKILLS**

- Excellent and proactive problem solving skills
- Demonstrable negotiations, conflict resolution, and de-escalation skills
- Demonstrable interpersonal skills with a diverse customer base
- Quick and flexible learner willing to adapt to changing roles



### **ACTIVITIES**

**Event organizer at TEDxWomen in Khartoum.**  
**Founder of *Ashri skincare* products.**