

PERSONAL INFORMATION

Abeer Azmi Mohamed Khair

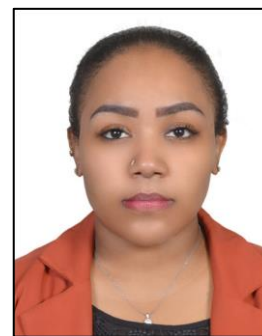
📍 Dubai, UAE

📞 +971563816981

✉ abeeerazmi@gmail.com

Visa Status: Visit Visa.

Date of Birth: 25/06/1991



Profile Summary

- An energetic CRM Supervisor and customer service professional with over 5 years of professional experience helping clients solve complex problems. Help reduce first response time by 20% during the first quarter of hiring. I took the best employee award and then got promoted to CRM Supervisor and implemented multiple improvements to the business and customer service department policies and practices for the better such KPIs to measure department performance.
- Flexible with shifts, fast learner, team player and ready to join immediately.

WORK EXPERIENCE

FEB 2022 – MAR 2022

Data processor

Unilabs Middle East (Fakeeh Drive Through), Dubai

- Preparing reports showing the number of patients every two hours.
- Accept the patient's sample into the system.
- Review the necessary patient data in the system.
- Work in all shifts.

MAY 2020 – NOV 2021

CRM Supervisor

OCT 2019 – APR 2020

Customer Service Officer

iCare Integrated Solutions, Khartoum (Sudan)

- Answer all incoming calls.
- Dealing directly with clients, whether by phone, electronically, or face to face.
- Do all cards' transactions (request a new card, renew, and replace the damaged one)
- Prepare periodic business performance reports.
- Responsible for customer support through emails and complaint management.
- Manage financial products customer service with Banks and various financial institutions
- Managing client accounts.
- Responsible for handling all CRM services and issues and i provide analysis on the current situation and how to develop the customer services department.
- Contact customers to give them cash cards.

FEB 2018 – APR 2019

Customer Service Officer / Marketing Coordinator

APR 2017– FEB 2018

Call Center Agent

Telemedia Co.LTD, Khartoum (Sudan)

- First line of Technical support.
- Customer services.
- Customer clime registration.
- Determined and define the work scoop.
- Marketing Research.
- Promotion of product.
- Define the market competitors.

FEB 2015–JAN 2016

Call Center Agent

Zain Contact Center, Khartoum (Sudan)

- First line of technical support.
- Answer all inquire calls.
- Escalate a customer complaint to appropriate department.
- Inform the customer new service and new offer.
- Customer clime registration.

EDUCATION AND TRAINING

2017–2018 **M.Sc. OF SCIENCE IN INFORMATION SYSTEMS (Technology)**

The Future university, Khartoum (Sudan)

2010–2014 **B.Sc. in Information Technology**

The National Ribat University, Khartoum (Sudan)

PERSONAL AND IT SKILLS

- Data analysis.
- Strong verbal communication.
- Fast learner and Team player.
- Time management.
- Preparing reports.
- Customer service management.
- Microsoft Office (Excel, Word, PowerPoint)

ACHIEVMENTS

- I have been promoted from a customer service officer to a CRM supervisor and I have reduced the pressure on the department by proposing solutions that are appropriate to the work, and I submit proposals and analyzes to my department monthly.
- I was promoted in Telemedia from Customer Agent to marketing coordinator.
- My language skills include conversational English; Arabic is my native language.

REFERENCES

Amir yamani

team leader | unilabs middle east

+971522115785 | ameer.yamani@unilabs.com

MR. Alaa Omer

General Manager | Icare Net

+249928002222 | alaa@icare-net.net

MS. Nussa Satti

Manager Administrator | Telemedia CO.LTD

+249922205909 |