



MAKRAM IBRAHIM

PROFESSION OR INDUSTRY

OBJECTIVE

I am a reliable, hardworking, and effective team player. I always aim to maintain a long-term relationship with my clients. Weather you've lost your original developer, need additional resources, or starting a new project, I can step in and take over whatever you need!

SKILLS

- **Problem Solving**
- **Self-Learning**
- **Customer Discovery**
- **Marketing Fundamentals**
- **Microeconomics I | Supply and Demand**

EXPERIENCE

Paralegal • **Lexington Law Firm**, • Oct 2014 - May 2017

During my employment at Lexington Law Firm my role was to explore client's credit report with them and discuss potential reasons why credit score is being negatively impacted and guide them back on the road to good credit. The most important skill that I learned in this role is going through a discovery phase to ask questions and discover reasons inspiring them to reach their goals.

Sales Representative • **Clearlink Communications** • Jun 2017 - Aug 2019

[SEP]My role at Clear-link as a Sales Representative was to provide good customer service to customers calling in about our products (phone, internet, and cable service) and send the product to customers home or schedule a technician to setup & install the service. This was a [SEP]commission based job with high call volume which made it a competitive environment. During my employment I learned how to effectively get past objections and close a sale.

Member Service Representative • **Teleperformance** • Aug 2019 - Jan 2021

Teleperformance is a high paced call center that provides financial services for USAA Federal Saving Bank (loan servicing, investments, credit cards... etc.). The position of an MSR is to represent the company as the first call resolution. My daily tasks were to take incoming calls from members to assist in consumer loan servicing requests including; manage payment schedule, processing payments and refunds, and redirect members to the right department.



EMAIL



@PHARAOHMAK



+1 (385) 259 - 3959



Linkedin

CERTIFICATES

- **Front-End Engineer Career Path – 2021**
- **Web Development – 2021**
- **Google IT Automation with Python -- 2021**

EDUCATION

- **Judge Memorial High School – 2014**

VOLUNTEER EXPERIENCE OR LEADERSHIP

SOCIAL MEDIA COORDINATOR | OMARANG YOUTH COMMITTEE

Our Mission

Encourage first and second generation immigrant youth to have the character, confidence and leadership skills to reach their full potential through cultural knowledge and appreciation, education, and entrepreneurship.

Our Vision

Collectively bring working ideas that will bridge resources to improve and eventually eliminate the current, but historical issues of health, education and political boundaries of the Nuba mountains.



EMAIL



@PHARAOHMAK



+1 (385) 259 - 3959



LINKEDIN