



Mohamed Osama Yousif Hassan

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Profile

Experienced Contact Centre Agent with a demonstrated history of working in the telecommunications industry. Having ability to getting customer satisfaction, Skilled in Analytical Skills, Microsoft Office, Statistical Data Analysis, and Sales. Strong support professional with a Bachelor's degree focused in Faculty of Economics and Management Sciences from University of Garden City. I would like to help for achieving goals.

Education

University of Garden City ▪ Khartoum ▪ Sudan

Faculty of Economics and Management (Business Administration)

11/2013 – 09/2020

Grade: Third Class

Project grade: Very good

Certificates

International Computer Driving License (ICDL) ▪ ECDL / ICDL Certification

03/2018

Word Processing

Spreadsheets

Using Database

Presentations

Online Collaboration

Computer Essentials

Online Essentials

Travel Sales Diploma ▪ Sudan Airways training centre (SATC)

010/2020

Basic Passenger Fare and Ticketing

Advance Passenger Fare and Ticketing

Customer Care

Airline Marketing

Skills and Knowledge

- **Languages**

1. Arabic
2. English

- **Computer Skills**

1. MS paint
2. MS word office
3. MS Excel
4. MS PowerPoint
5. Statistical package for social sciences (SPSS)
6. Online Collaboration
7. BCC4

- **Interpersonal Skills**

1. Teamwork
2. Organization Skills
3. Continuous Learning
4. Communication
5. problem solving
6. Flexibility

- **Knowledge**

1. Research
2. Social Media
3. Planning
4. Mathematical Statistics
5. Analytical Skills
6. Business
7. Marketing
8. Economics

Work Experience

Contact Centre Agent at Sudani Telecommunication. Khartoum - Sudan

1/10/2021 – 1/08/2022

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Providing customers with the organization's service and product information.
- Handling and resolving customer complaints regarding product sales to customer service problems.

Self-Employed.
Omdurman ▪ Sudan

10/2013 – 04/2021

- Self-worked in word processing, spreadsheets, using database and presentations through using business applications for satisfying needs of individuals.
- Self-worked in buying and selling different types products for customers.
- Self-worked Statistical data analysis for students and business owners.

Interests

Technology ▪ Sciences ▪ chess ▪ Gathering information ▪ Giving feedback