

# AHMED AWAD KHALIL MOHAMED

Khartoum, Sudan ,

+249 960028289

ahmad.khaliel@gmail.com | LinkedIn profile ::

<https://www.linkedin.com/in/ahmed-khalil-74a76a153>

## SUMMARY

Experienced in customer service, retail sales ,and Information technology demonstrated with work history for more than 5 years ,customer service-oriented who can build a constructive customer relationship with advisory attitude to act collaboratively with all of team members and be effective team player, I have time management,professional communication and organizational skills which I can use to address, organize and implement the work plan to achieve the assigned duties,skilled in using Customer service system CRM ,billing system,MS Office. Profient in English verbal and written.

## EXPERIENCE

### Sudan Police

Jan 2014 - Aug 2016

Computer Technician ( technical support )

Represent the front office to provide service for the clients,maintain daily responsibilities by Tracking ,follow up and provide technical support and maintainace service perfomed with assigned reports,contribute with the other departments to design and establish technology plans for their daily process.

### MTN Sudan

Dec 2017 - June 2019

Customer Service Center ( Retail )

Provide high level of customer service by providing wide range of services and products for clients and ensure that meet their requirements, providing information, support and problem resolution to inquiries and order management and follow up to ensure resolution to Maintain positive relationship with clients ,Work closely with shop supervisor to improve the execution of assigned activities such sales target and service quality score ,save ,record and report daily register cash flow .

### MTN Sudan

Oct 2016 - Dec 2018

Call Center Agent

handling high volume of inbound calls

To provide outstanding customer service to the clients with professional manner,solving problems, trouble shoot service equipment issues,and follow up to dedicated departments when needed, enshure that information and services explained clearly, to meet the customer requirement in order to win their loyalty and satisfaction .

## EDUCATION

Omdurman Islamic University - B.Sc. Computer Science - 2013

## COURSES AND TRAINING

### MTN Sudan

Customer Experience and Operations

2017

### Sudatel Telecommunications Academy

CCNA \_IT Course \_

2017

## PERSONAL PROFILE

Date of Birth : 5/8/1989

Marital Status : Single

Nationality : Sudanese

Known Languages : Arabic, English