

MAGDI MASOUD YASSIN ALI



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CAREER OBJECTIVE:

Customer service & Sales professional with 5 years' experience in lead generation and lead qualification, proven customer service, and communication skills to effectively fill the Sales Associate role in your company.

PERSONAL INFORMATION:

- Date of Birth: 6-6-1986
- Gender: Male
- Marital Status: Married
- Nationality: Sudanese

EDUCATION:

- St. Frances Primary School (English Language) in 1996.
- Graduation with Diploma from Eyen Shams University – Egypt, faculty of Computer Engineering in 2006. (English Language)
- Graduation with Diploma from Juba University, faculty of Computer Engineering & Science in 2010. (English Language).

EXPERIENCE

*** Customer Service Executive - Aramex International for services co (Khartoum-Sudan) - 01 April 2017 - Current.**

❖ Positions in Aramex Company:

1- Customer service Outlet Executive:

2- Branches Supervisor:

3- Contact Center Executive:

*** Marketing & Sales Agent - CCM Group – Dallas Trading Company
January 2016 to Sep 2018.**

*** Data Entry - IOM (International Organization for Migration) in Sudan**

***Account Management- Sarveena Development and International Investment Co.Ltd- 04- 2014- Jan 2015**

***Franchise team member –Zain telecommunication Sudan – April 2013- Dec 2015.**

***Contact Service Agent. - Zain telecommunication –Sudan March - 2013 until March - 2014**

Languages

- ❖ English Language
- ❖ Arabic Language
- ❖ Amharic (**Ethiopian Language**)
- ❖ Tigrigna (**Eritrean Language**)

SKILLS:

- ❖ High level of integrity.
- ❖ Creative and a team-worker.
- ❖ Ability to work under minimum supervision in a multi-cultural organization.
- ❖ Excellent communication and interpersonal skills.
- ❖ Developing customer service procedures, policies & standards. Extensive knowledge of call logging software.
- ❖ Experience of Microsoft software like Word, Excel and PowerPoint.
- ❖ Able to train, monitor and supervise junior or new staff.
- ❖ Making Daily & Monthly Reports.
- ❖ Excellent Marketing & Sales Skills.

References available upon request