Summary

Customer Service Representative with 3+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Skill Highlights

|  |  |
| --- | --- |
| * communication
* Strong decision maker
* Complex problem solver
* Microsoft office
 | * Problem solving
* Active listening
* Excel
* Data Entry
 |

Experience

**MTN SUDAN** - 07/2018 to 1/2020

* **Call Center Representative**
* Manage inbound and outbound customer calls in a timely manner
* Identify customers’ needs and wants, give your best to clarify information
* Research every issue and provide solutions to them
* Follow our company's communication “scripts”
* Keep records of all conversations in our call center database in a comprehensible way
* Build strong relationships with customers

**Tirhal Sudan** 1/2020 to 1/2021

* Trip Reservation
* Solve Drivers and customers’ complains
* duplicate Trip via dispatch

Education

Bachelor of Science: **computer science -2016 Omdurman Islamic University**

**Languages**

Arabic

English

Certifications

Network Design & Adminastrian –sudcad 2018

ccna course sudacad 2019

## mohammed salih mohammed

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