

CURRICULUM VITEA

SHAZLEY OSMAN MOHAMMED

Mobile : 0588709100
E-mail : shazley112233@gmail.com

Gender : Male
Date of Birth : 25/11/1995
Marital status : Single
Nationality : Sudanese
Passport No : P09598661
Languages : English, Arabic
Visa Status : Visit Visa
Address : DUBAI UAE



PERSONALSUMMARY

To attain the challenging posting in the related field to work in an organization where I can enhance my skills and contribute to the growth of the organization as well as I assure you that I will work with full of my sincerity and do justice to my job and the organization.

WORK EXPERIENCE

Company Name : Export Development Rank
Position : Call Centre
Duration : 2 Years
Location : Sudan

Duties and Responsibilities

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives

Company Name : Granule
Position : Help Desk
Duration : 1 Year
Location : Sudan

Duties and Responsibilities

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel

Company Name : Al Sadik For Roads
Position : Customer Services
Duration : 2 Years
Location : Sudan

Duties and Responsibilities

- **Identify and assess customers' needs to achieve satisfaction**
- **Build sustainable relationships and trust with customer accounts through open and interactive communication**
- **Provide accurate, valid and complete information by using the right methods/tools**

PERSONAL SKILLS:

- **Smart, well groomed and confident.**
- **Having a professional attitude.**
- **Possessing a friendly, approachable personality.**
- **Smart and presentable appearance.**
- **Willing to work shifts, morning, nights etc.**

Education Background

- **Tagana University 2015-2020 Bachelors IT**

DECLARATION

I hereby declare that all the above information given is true to the best of my Knowledge and belief.