



AMMAR FATHI HASSAN

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OBJECTIVE

Seeking career in the field where I can use my professional abilities and qualifications to enhance my skills by working in a dynamic & progressive organization with opportunities for career growth. To use my skills in the best possible way for achieving the organization's goals.

EXPERIENCE

- **Anadolu Design. Khartoum_Sudan**
October/2020 - July/2022
Customer Service Representative
 - Handling incoming and outgoing calls and responding to customer's emails
 - Management and resolve customer complaints/queries
 - Identify and escalate issues to supervisors
 - Provide service information to customers
 - Research required information using available resources
 - Research, identify, and resolve customer complaints
 - Document all call information according to standard operating procedures
 - Follow up customer calls where necessary
 - Complete call logs and reports
- **NSF pharmitcal Company LTD. Khartoum _Sudan**
NOV/2016 - Sep/2020
Call Center Agent and Customer Service
 - age 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. Seize opportunities to upsell products when they arise.
 - Build sustainable relationships and engage customers by taking the extra mile.
 - Keep records of all conversations in our call center database in a comprehensible way.
 - Meet personal/team qualitative and quantitative targets.
 - Answered nearly 60 calls daily from customers inquiring about product usage, billing issues, or general company information. Received recognition on three different occasions for
 - mediating conflict and keeping the

EDUCATION

- **Bayan college For science and technology**
2012 - 2016
BA/computer science

LICENSES AND CERTIFICATE

- **Digital Marketing**
Google

SKILLS

- Problem Solving and Flexibility
- Attention to Detail
- Data Entry
- MS Office
- Teamworking
- Cold Calling

LANGUAGES

- Arabic
- English

PERSONAL DETAILS

- Date of Birth : 13/3/1993
- Marital Status : Single
- Nationality : Sudanese