




 SUDAN

 dubai-alnahda2

 05-12-1993

 male

 alrayanmamoun@gmail.com

 0568702172



# ALRAYAN MOHAMMED



customer service agent



## ○ PROFILE

Enthusiastic and dedicated, Seeking to achieve the best in my career. possesses demonstrated ability to develop strategy for A large and diverse organizations while working with A variety partners and employs. Recognized as a strong team worker and hard worker, and skilled at learning and applying new technologies, information, resources and system development side by side with organization

## ○ EDUCATION

2011 → 2016  
meshreq University

Bachelor degree of mehatronics engineer in meshreq University

## ○ WORK EXPERIENCE

09-2022 → present  
**STOWRICH REAL ESTATE COMPANY - DUBAI**  
Sales executive

Handling outbound calls , marketing to the company and closing sales deals

2021 → 2022  
**Reach company-unilab-Dubai**  
Data entry operator

data entry cum customer service

Handling large amount of customers information accurately

Ensure all customers queries, complaints and request for information are responded and solved in a professional manner

Direct customers to appropriate departments

12-2020 → 07-2021  
**Sudatel-sudan**  
Call center agent

Handles customers ' enquiries, request and complaints in a positive, effective manner whilst ensuring company's products and corporate are reflected in a positive manner.

Responds to customers incoming calls pertaining to all kind of enquiries, requests and complaints timely and accurately to reflected a positive image of the company.

Provides accurate information about the company products and services.

Handles customers complaints of different nature, Identifies and prioritizes Problem according to complexity, and provides immediate solutions accordingly.

As needed, escalates complaints to concerned parties in contact Centre or any Other division and follows up on action taken.

Promotes the company's products and services through cross-selling to ensuring montly targets are met thus increasing the revenue and Sales.

## ○ TRAINING COURSES

- APTECH COMPUTER EDUCATION 2011

## ○ PERSONAL SKILLS

- ✓ Networking, negotiating, and problem-solving skills

- ✓ Able to work on my initiative or as part of a team
  - ✓ Excellent conceptual and analytical skills
  - ✓ Managing tasks and problem-solving skills
  - ✓ Detail oriented, strong organization and a high degree of accuracy
  - ✓ Analysis and Decision-Making skills
- 

## ○ SOFTWARESKILLS

Microsoft Power Point    ● ● ● ● ● ○

Microsoft Word            ● ● ● ● ● ●

Microsoft excel            ● ● ● ● ○ ○

---

## ○ LANGUAGES

English                    ● ● ● ● ● ●

Arabic                    ● ● ● ● ● ●

---

## ○ HOBBIES

  
Basketball

  
Reading

  
Swimming

---